SERVICE AND INSTALLATION
MANUAL for AVALON Total One

Table of Contents

1 SAFETY INSTRUCTIONS....5
- 1.1 Food-Contact Parts....5
- 1.2 Warnings....5
- 1.3 Power supply....5
- 1.4 Disconnect the equipment if:....5

2 WARRANTY....6
- 2.1 Warranty Policy....6
- 2.2 Warranty Return Procedure....7
- 2.3 Shipping Liabilities....7

3 INITIAL SETUP....8
- 3.1 On-site installation requirements....8
  - 3.1.1 Operating environment....8
  - 3.1.2 Power Supply....8
  - 3.1.3 Water Supply....8
  - 3.1.4 Tools Required....8
  - 3.1.5 Clearances....8
- 3.2 Unpacking....9
- 3.3 Levelling the Equipment....10
- 3.4 Hot Water Tank Preparation....10
  - 3.4.1 Tank Lid Preparation....10
  - 3.4.2 Adjusting the Tank Overflow Float....11
- 3.5 3 Bean Canister Installation....12
  - 3.5.1 Install the 3 Bean Canister....12
  - 3.5.2 Lock the cover of the grinder protector....12
- 3.6 Water Line Connection....13
- 3.7 Electrical Connection....14
- 3.8 Water Temperature....15
- 3.9 Drip Tray and Overflow Installation....16
  - 3.9.1 Overflow tray Installation....16
  - 3.9.2 Drip Tray Installation....17
- 3.10 Loading Products....18
- 3.11 Chute System Installation....19
- 3.12 Brewer and whipping system....20
- 3.13 Filter Paper Installation....22
- 3.14 Removing printer (Optional)....23
  - 3.14.1 Replacing printer paper....24
  - 3.14.2 Changing the printer chroma (Print darkness)....24
  - 3.14.3 Ordering printer paper....24
- 3.16 About coins and bill acceptors....25
- 3.17 Main Board....26
  - 3.17.1 Main Board (PCB) Description....27
- 3.18 Removing flash card....29
  - 3.18.1 Accesing the computer....29
  - 3.18.2 Removing the flash card....30
  - 3.18.3 Inserting the flash card....30

4 SERVICE SOFTWARE....31
- 4.1 User levels....31
- 4.2 Service Screen....32
  - 4.2.1 Carafe mode....33

4.3 Status Screen 34
4.4 Password pop-up 34
4.5 Recipe Screen 35
4.5.1 Information tab 35
4.5.2 Liquids and ingredient. tab 36
4.5.2.1 Sample pop-up explanation 37
4.5.3 Brew cycle tab 37
4.5.4 Fast settings tab 39
4.6 System Screen 39
4.6.1 System 1 tab 39
4.6.1 System 1 tab (continued) 40
4.6.2 System 2 tab 40
4.6.3 Tools tab 41
4.6.4 Admin tab 41
4.7 Audit Screen 42
4.7.1 Permanent counters 42
4.7.2 Erasable counters 42
4.8 Dev Screen 43

5 CLEANING AND SANITIZING 43
5.1 Automatic Rinsing Function 43
5.2 Cleaning and Sanitizing Instructions 44
5.3 Recommended Cleaning Tools 44
5.5 Overall Cleaning 46
5.6 Exterior Cleaning 46
5.6.1 Cleaning the screen 46
5.6.2 Cleaning the drip tray 46
5.6.3 Emptying the waste bin 47
5.7 Interior Parts Cleaning & Sanitizing 48
5.7.1 Coffee Canisters 48
5.7.2 Soluble Canisters 49
5.7.3 Whipper 49
5.7.4 Coffee Brewer 50
5.7.5 Fan 51
5.7.6 Stainless Coffee Chute 52
5.7.7 Plastic Chute of the 3 Bean Canister 53

6 PREVENTIVE MAINTENANCE 54
6.1 Preventive Maintenance Schedule 54
6.2 Brewer Assembly 55
6.3 Water Outlet Valves 56
6.4 Hot Water Tank 57
6.5 Grinder 58

7 SERVICING PARTS 59
7.1 Draining the Hot Water Tank 59
7.2 Shutdown / Storage 60
7.2.1 Storing the Platinum Brewer 60

8 Troubleshooting 61
8.1 Warning message list 61
8.2 Error message list 62
8.2 Error message list (continued) 63

Table of Contents

1 SAFETY INSTRUCTIONS

Basic safety precautions should always be followed when using electrical appliances.
Read all instructions before using this brewing equipment.

1.1 Food-Contact Parts

We recommend that you clean and sanitize all parts in contact with food prior to installation and use.
See the cleaning and sanitizing section for more details.

1.2 Warnings

To minimize the risk of fire or electric shock, do not expose this equipment to rain or moisture.
Do not immerse this equipment in water; it could lead to electric shock or other malfunctions.
Do not use this equipment other than for its intended use.
This equipment contains hot water; never move when full.
This brewing equipment is intended for indoor use only.

1.3 Power supply

Always use a grounded 120V AC 60Hz socket outlet rated for 15Amps service.
Each brewing equipment must have its own electrical outlet, on a dedicated circuit.
Extension cords must not be used.
This equipment is equipped with a polarized alternating current line plug (one blade wider than the other).
Only use this plug with an outlet in which the prongs can be fully inserted.
Avoid any exposure of the prongs on the polarized plug.

1.4 Disconnect the equipment if:

Damage is done to the power cord;
The equipment doesn't work properly;
The temperature of the power cord or plug increases dramatically during use;
Unusual conditions occur;
Anytime a part has to be changed, plugged or unplugged.

FAILURE TO COMPLY CAN CAUSE EQUIPMENT DAMAGE.

2 WARRANTY

2.1 Warranty Policy

We hereby certify that the products manufactured by Cafection are, to the best of our knowledge, free from all defects and faulty workmanship. The following warranties and conditions are applicable:

All parts in contact with water (outlet valves, heating element, probe, inlet valve and tank float are warranted against material defects for a period of 90 days from the date of shipment.
All remaining parts of the brewer are warranted against material and workmanship defects for one year from date of shipment.
All warranty service and returns must have prior authorization from Cafection. Please contact Cafection customer service at 1-800-561-6162.
Conditions: Cafection assumes no responsibility for substitute replacement parts installed on the Avalon brewer that have not been purchased from Cafection.

The following circumstances will void the warranty policy:

Improper installation or operation of the equipment.
Abuse or neglect, including but not limited to, failure to follow the preventive maintenance schedule.
Variation in equipment performance due to excessive mineral deposit or local water conditions.
Equipment altered in any way and/or dates, codes or serial numbers removed or modified.
Equipment damaged in shipping from the customer to Cafection due to improper packaging.

Please note that labor is not covered by the warranty and that the repair protocol is limited to replacing the defective part. Should any additional repairs need to be done, they will be charged to the customer.

Equipment or parts will not be accepted without a prior notification to Cafection.

Please return your warranty card to Cafection via mail or fax to validate your warranty and to register your unit for part upgrades.

Cafection Entreprises Inc.
Tél.: 1-800-561-6162
2355, Dalton
Fax: 1-800-463-2739
Sainte-Foy, (Québec) G1P 3S3
E-Mail: order@cafection.com

2.2 Warranty Return Procedure

In order to always offer you better, faster service, we request your cooperation for the return of parts under warranty. We thank you in advance for taking the time to follow this procedure:

Please contact the Customer Service department to obtain an authorization number.
It is important to fax a copy of the original invoice to Cafection at 1-800-463-2739 for approval.
Do not destroy any parts before receiving a written confirmation that this part will or will not be credited or exchanged.
Keep a copy of the original invoice for your records.
A copy of the original invoice ***must be included*** with your parts returned.

PLEASE MAKE SURE THE MERCHANDISE IS WELL PACKED!
Please use original packaging!

Once the merchandise is received, Cafection will check the parts and apply a credit to your account or exchange the merchandise if the warranty is applicable. Only guaranteed parts are authorized for return.
We suggest you keep replacement parts on hand.
The warranty covers regular shipping only. Overnight shipping charges will be applied to your order. Orders must be received before 12:00 pm Eastern Standard Time to be shipped the same day*.

* Some conditions may apply.

2.3 Shipping Liabilities

YOU ARE RESPONSIBLE, SHIPMENT MUST BE INSPECTED!

You can refuse delivery if a shipment is damaged. Do not sign the shipment without proper inspection. Should you choose to accept the delivery, it is mandatory that you record the following information on the delivery slip. Remember that you take responsibility of the merchandise once you have signed the delivery receipt.
You have 48 hours to report and file a claim for concealed damages to the transportation company.

**** Failure to comply to this procedure could lead to claim refusal by the carrier ****

FOR MORE INFORMATION, PLEASE CALL CUSTOMER SERVICE AT 1-800-561-6162

3 INITIAL SETUP

Before you install the brewer on location, we strongly suggest that it be unpacked,inspected and bench tested before it leaves your warehouse.

3.1 On-site installation requirements

3.1.1 Operating environment

For indoor use only

3.1.2 Power Supply

Make sure each unit has its own electrical circuit and is located within 6 feet of the dedicated electrical outlet.
Use only a polarized grounded receptacle.
Domestic 115 VAC / 60 Hz - 15 Amp Circuit

3.1.3 Water Supply

Should be a plastic 1/4" or 3/8'' O.D. dedicated line branched off a larger line. An easily accessible shut off valve up stream of the unit is highly recommended for ease of installation.
Water pressure should be at least 20 PSI and no more than 80 PSI

3.1.4 Tools Required

#2 Phillips screwdriver
Regular medium pliers

Other tools may be required depending on the type of water supply tubing and location

3.1.5 Clearances

	Unit	Clearances	Allowance for:
Height	45"	50"	Opening the top of the machine
Width	18"	26"	Per side. Key access on one side and door swing on the other
Depth	28"	26"	In front when door is open
Other Clearance		6"	Clearance of water hookup, hoses, water filtration system and adequate air circulation

3.2 Unpacking

For each brewing equipment kit you should have the following boxes.

1 box for the brewer + 1 box for the canister and accessories
(You should have 1 more box if you ordered an optional plastic chute kit)

To remove the unit from the box, carefully cut the straps holding the box in place on the skid and then lift the box up. Inspect the unit to see if any damage has occurred in shipment.

The parts and accessories that are shipped separately need to be installed on your equipment. In each box, you should find the following items:

NOTE: See transport liabilities in section 2.3 on page 6.

1.Drip Tray Grill

2.Plastic Drip Tray

3.Plastic Drip Tray Support

4.3 Bean hopper

5.Optional Plastic Chute Kit

6.Overflow Drip Tray

7. Waste Basket

8.Overflow Drip Tray Support

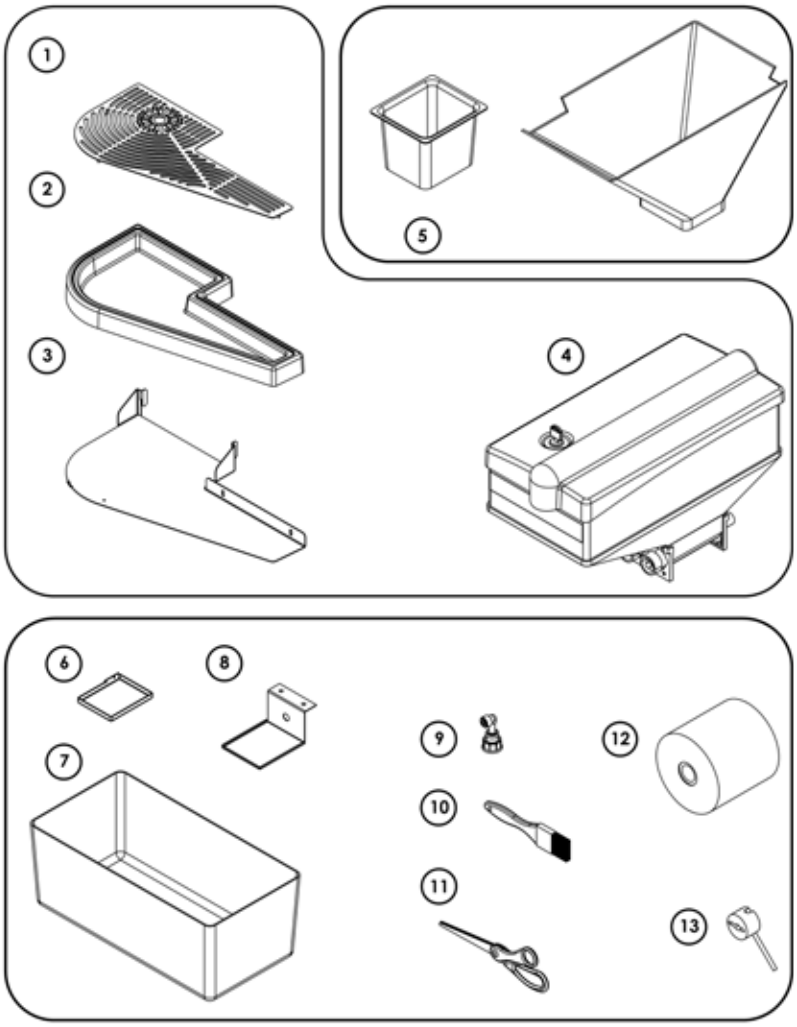
9.1/4'' or 3/8'' Inlet Kit Fitting Part

10. Brush

11. Scissors

12. Filter Paper

13. Brewer Motor Tool



* The 3 bean canister is individually packaged

* The keys for the unit are attached to the power cord located in the back of the unit.

3.3 Levelling the Equipment

For optimal performance of the equipment, it is important to ensure that it is leveled. Avoiding to do so can create variations in product delivery.

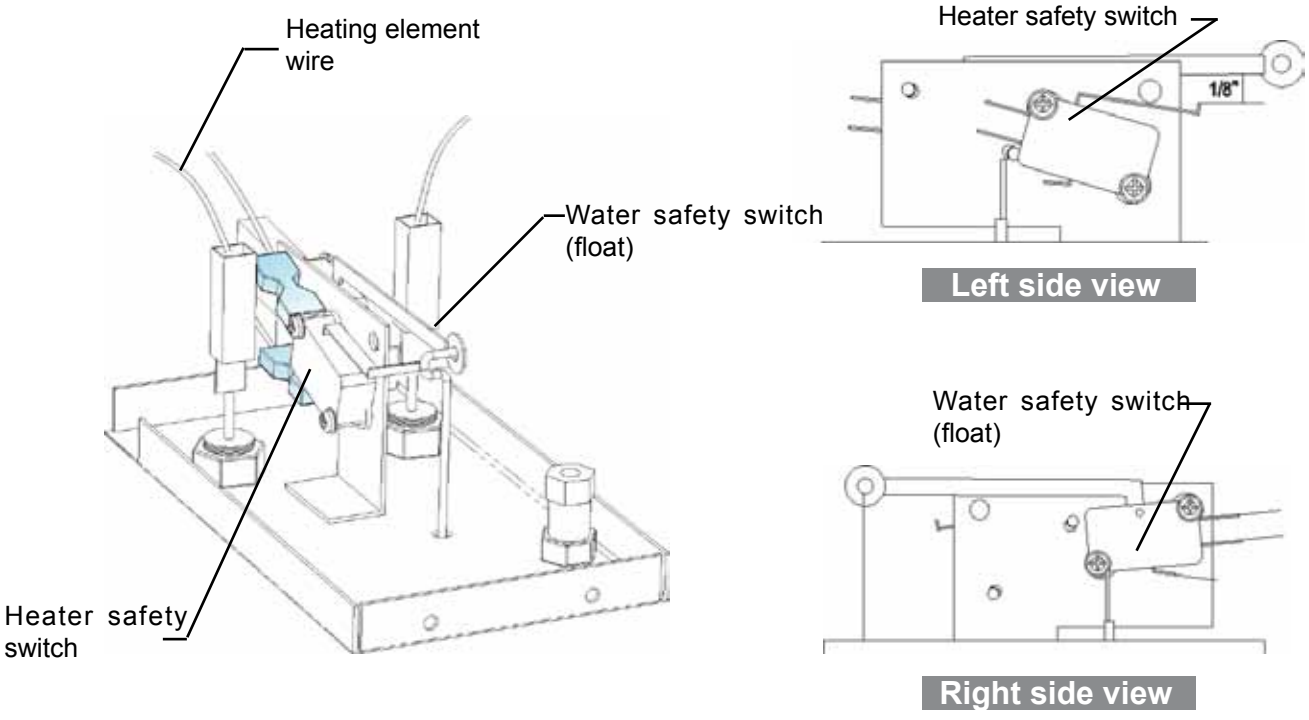
1. Place a level on the top of the equipment;
2. Adjust the 4 threaded level glides or legs of the equipment to reach a leveled position.

3.4 Hot Water Tank Preparation

Make sure equipment is unplugged!

3.4.1 Tank Lid Preparation

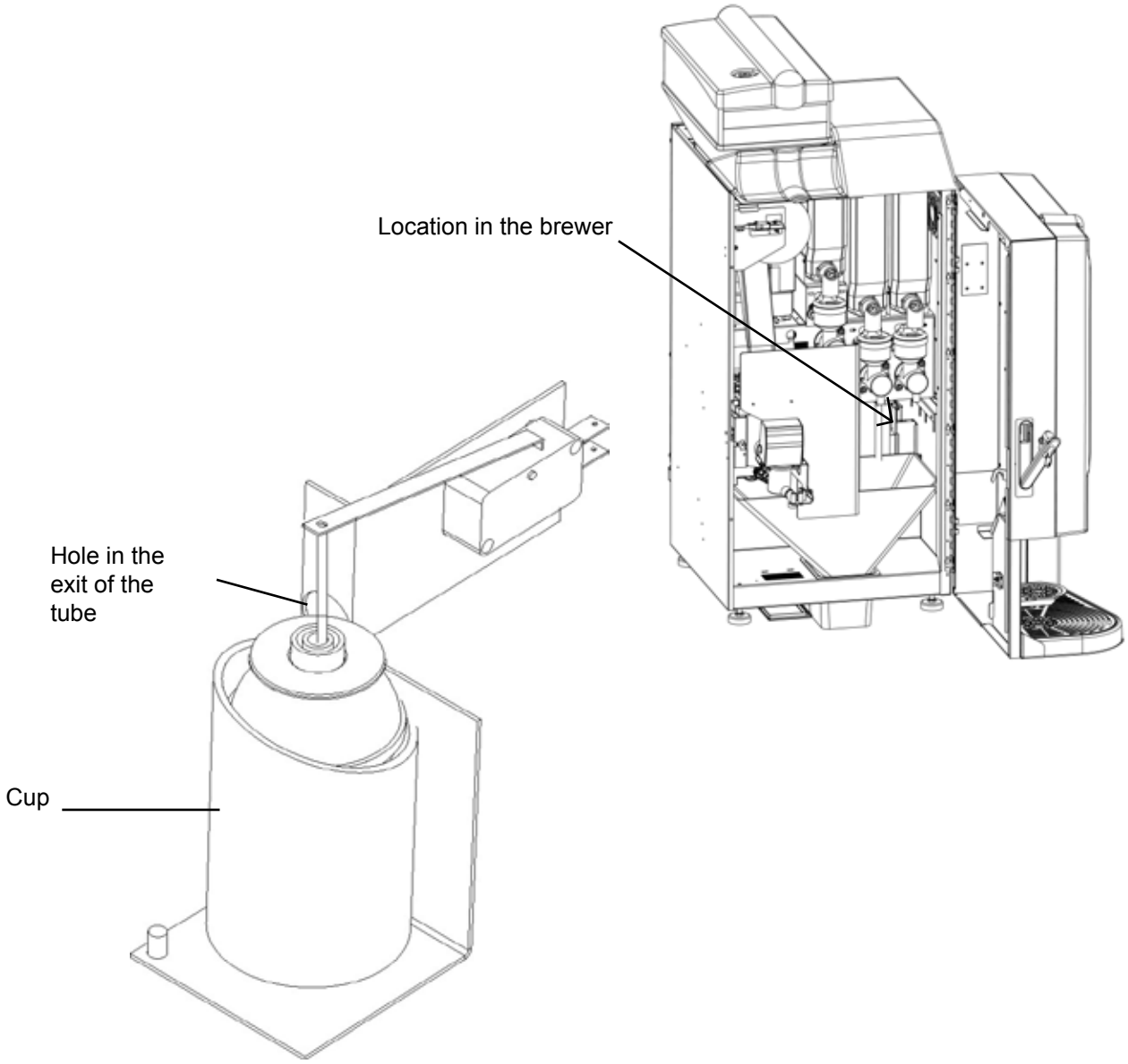
1. Locate the water tank and remove the access panel securing the float of the water tank;
2. Remove the silicone tubing from the heating element;
3. Connect the white wire to the prong on the heating element;
4. Replace the access panel.



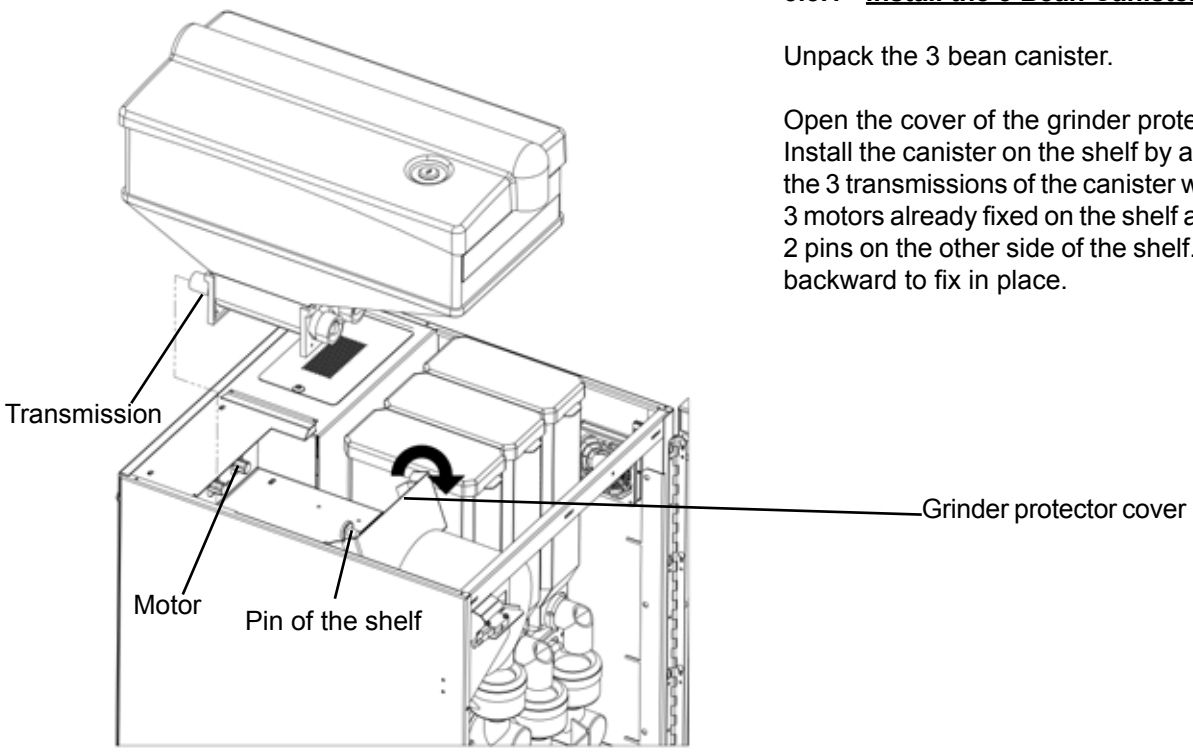
3.4.2 Adjusting the Tank Overflow Float

It is important to verify that the float is positioned properly in the overflow cup because it can move around in transportation. If this float is not properly in place the switch will not be activated and the unit will automatically shut down sensing an overflow situation.

It is important to verify that the Overflow cup is in place with the highest side in front and secured well with the red tape. If you need to remove this cup, please make sure that you replace it with the highest section facing the front and the overflow tube in the cup. Fasten it in place with tape. This will ensure that the float will "float" and will activate the overflow switch if a problem accurs.



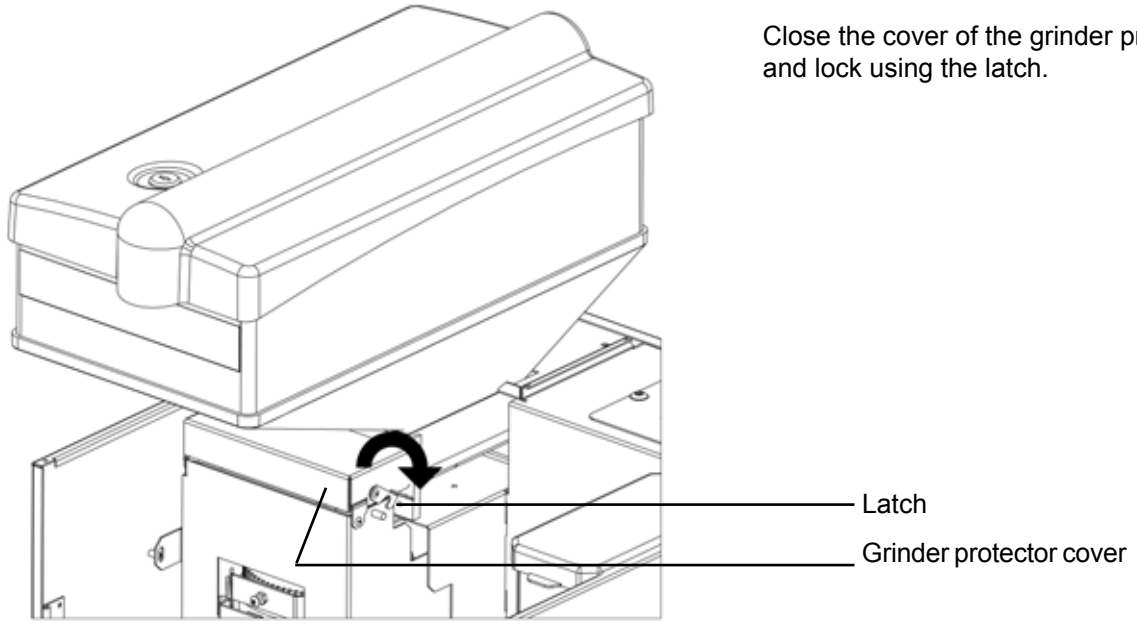
3.5 3 Bean Canister Installation



3.5.1 Install the 3 Bean Canister

Unpack the 3 bean canister.

Open the cover of the grinder protector. Install the canister on the shelf by aligning the 3 transmissions of the canister with the 3 motors already fixed on the shelf and the 2 pins on the other side of the shelf. Push backward to fix in place.



3.5.2 Lock the cover of the grinder protector

Close the cover of the grinder protector and lock using the latch.

3.6 Water Line Connection

This equipment must be installed in compliance with applicable Federal, State, Provincial and/or Municipal plumbing codes having jurisdiction.

Make sure that the equipment is unplugged before proceeding with the water supply installation. Also verify that the incoming water pressure is greater than 20 psi and no more than 80 psi.

1.Prior to installing the equipment, flush out the water line by running approximately 1 gal. of water into a pail.This will ensure no sediment from a new installation can get in the equipment;

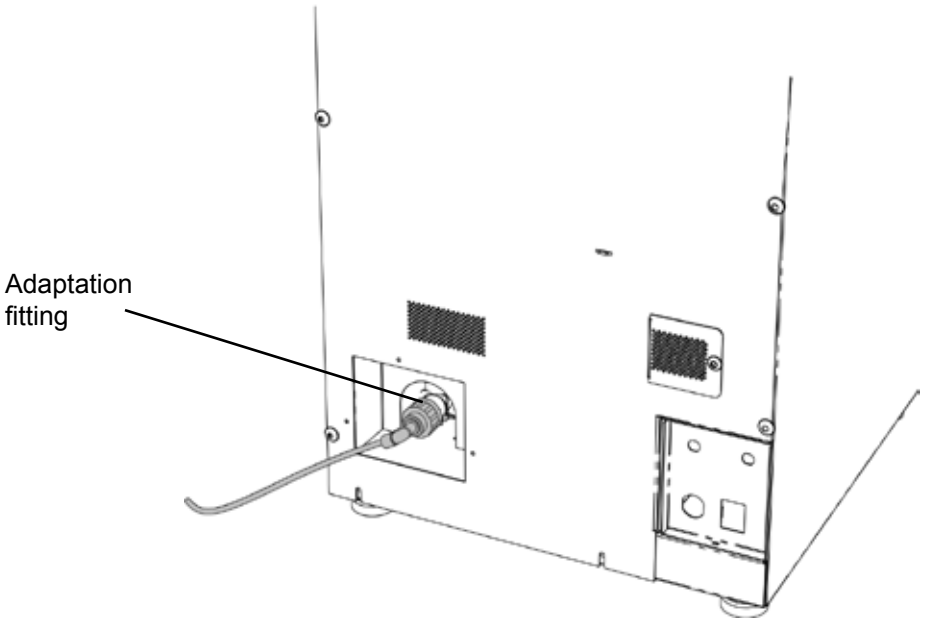
2.The incoming water supply should have a shut-off valve connected in-line. Water supply should be a plastic 1/4” or 3/8” outside diameter dedicated line branched off a larger supply line;

3.Make sure your water source is turned off. Secure the inlet fitting firmly onto the inlet valve Do not overtighten;

4.Make sure the equipment is unplugged. Connect the water line to the quick connect inlet fitting;

5.Turn the water valve on, sending water to the brewer. If there are any leaks, tighten connections to stop leakage.

This procedure does not take into consideration the installation of a water filtration system. Please refer to the water filter manufacturer installation instructions and incorporate them into the above procedures.



3.7 Electrical Connection

This equipment must be installed in compliance with applicable Federal, State, Provincial and/or Local electrical codes having jurisdiction.

Make sure: ***- The equipment is OFF before plugging it in,***

- The equipment has its own electrical outlet and

- NO extension cord is used.

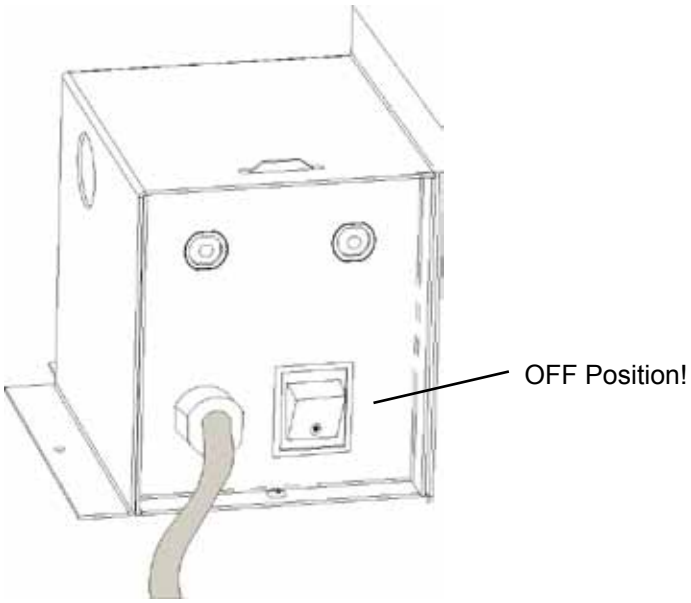
1. Make sure that the power switch at the back of the unit is in the OFF position before plugging it in the unit;

2. Locate the unit's 6' power cord and plug it into its own grounded electrical outlet;

3. Reach to the back of the brewer and toggle the power switch to the ON position. The front lights will turn on and water will automatically enter the brewer. The fill cycle should take to 2-3 minutes maximum.

4. Once the tank is full, it will take 10-15 minutes to heat the water to brewing temperature;

5. Once the brewing equipment is ready, the selection screen will appear.



The main power switch turns the equipment ON and OFF. This switch should be turned OFF when servicing any (AC line voltage) electrical components on the equipment.

3.8 Water Temperature

This equipment has a coffee brewing setpoint of 200° F water temperature offer a consistent beverage quality to the users. There is a +/- 2° F tolerance.

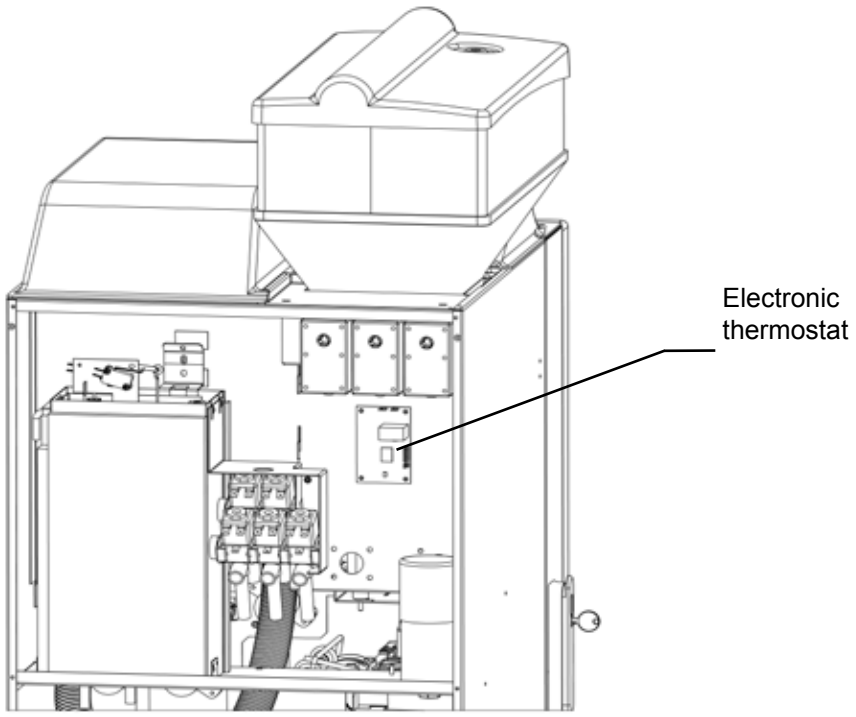
This is an average and is not what you would get from a manual temperature measure. The actual water temperature fluctuates because cold water is added to the tank after every beverage delivery and time is needed to heat the new incoming water up to setpoint.

You can also take the water's brewing temperature manually by ordering a cup of hot water and measuring its temperature with a thermometer. There may be a slight difference from the tank reading. This is normal.

If you are experiencing large temperature differences, verify that your tank is clean and not obstructed by mineral deposits and scale.

Unit safety measures

In the event of a temperature probe failure, the tank may start to boil. This will cause it to overflow into the "Overflow Cup" and will automatically shut it off.



**** Temperature can be set by user by accessing in the setup main menu.***

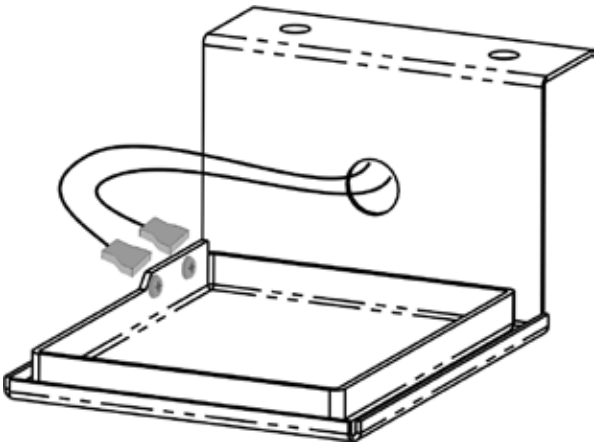
3.9 Drip Tray and Overflow Installation

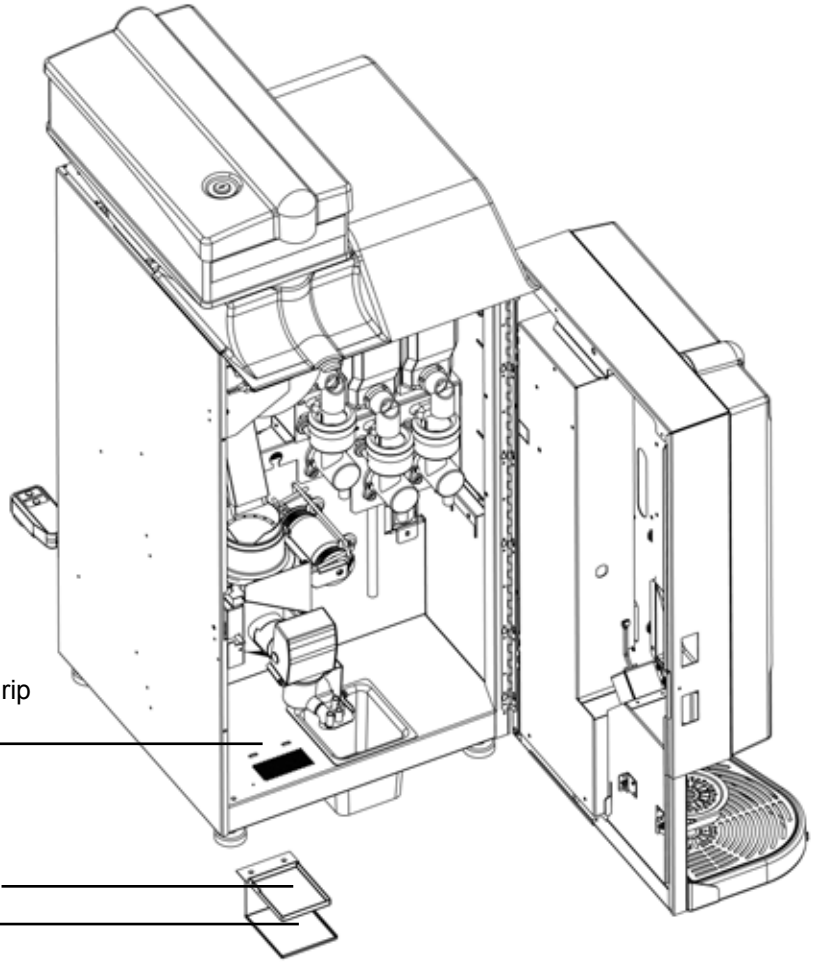
3.9.1 Overflow tray Installation

1. Screw the overflow drip tray support (05CAB11) under the base of the brewer using the 2 screws included.

2. Take out the 2 wires with connector found inside the brewer using the chute hole and connect them to the 2 connectors of the overflow drip tray (05ASS30).

3. Put the connected overflow drip tray (05ASS30) on its support (05CAB11).



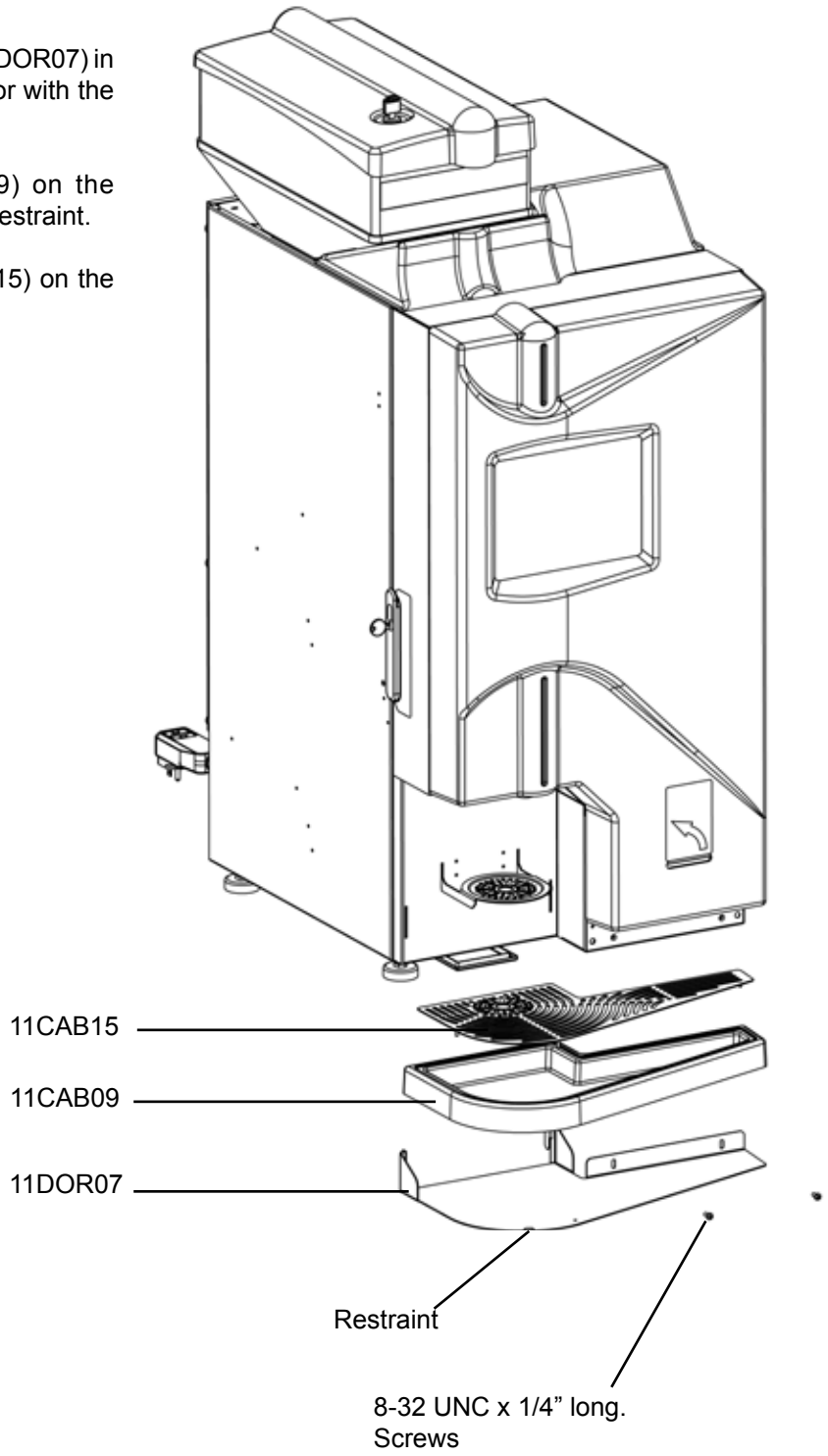


3.9.2 Drip Tray Installation

1.Insert the drip tray support (11DOR07) in the door and screw it to the door with the two 8-32 Thread rolling screws.

2.Set the drip tray (11CAB09) on the support (11DOR07) inside the restraint.

3.Install the metal grill (11CAB15) on the drip tray (11CAB09).



3.10 Loading Products

1. Unlock the main door
2. Remove the plastic top cap
3. Remove the canister lid which you wish to fill
4. **Do not overfill the canisters**

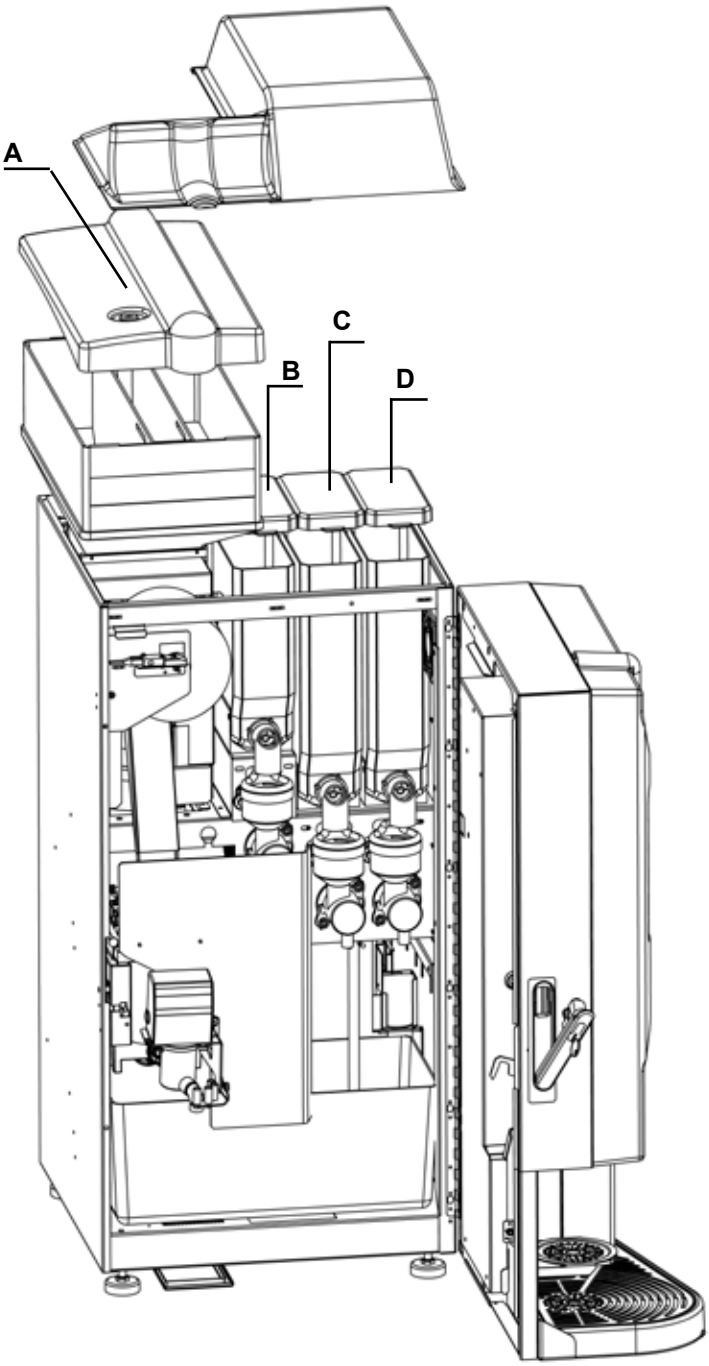
For the 3 beans canister:

Unlock the cover of the canister and open the plastic top cap.
Do not overfill the canister.

Using a step stool will help you see the hoppers that you are filling.

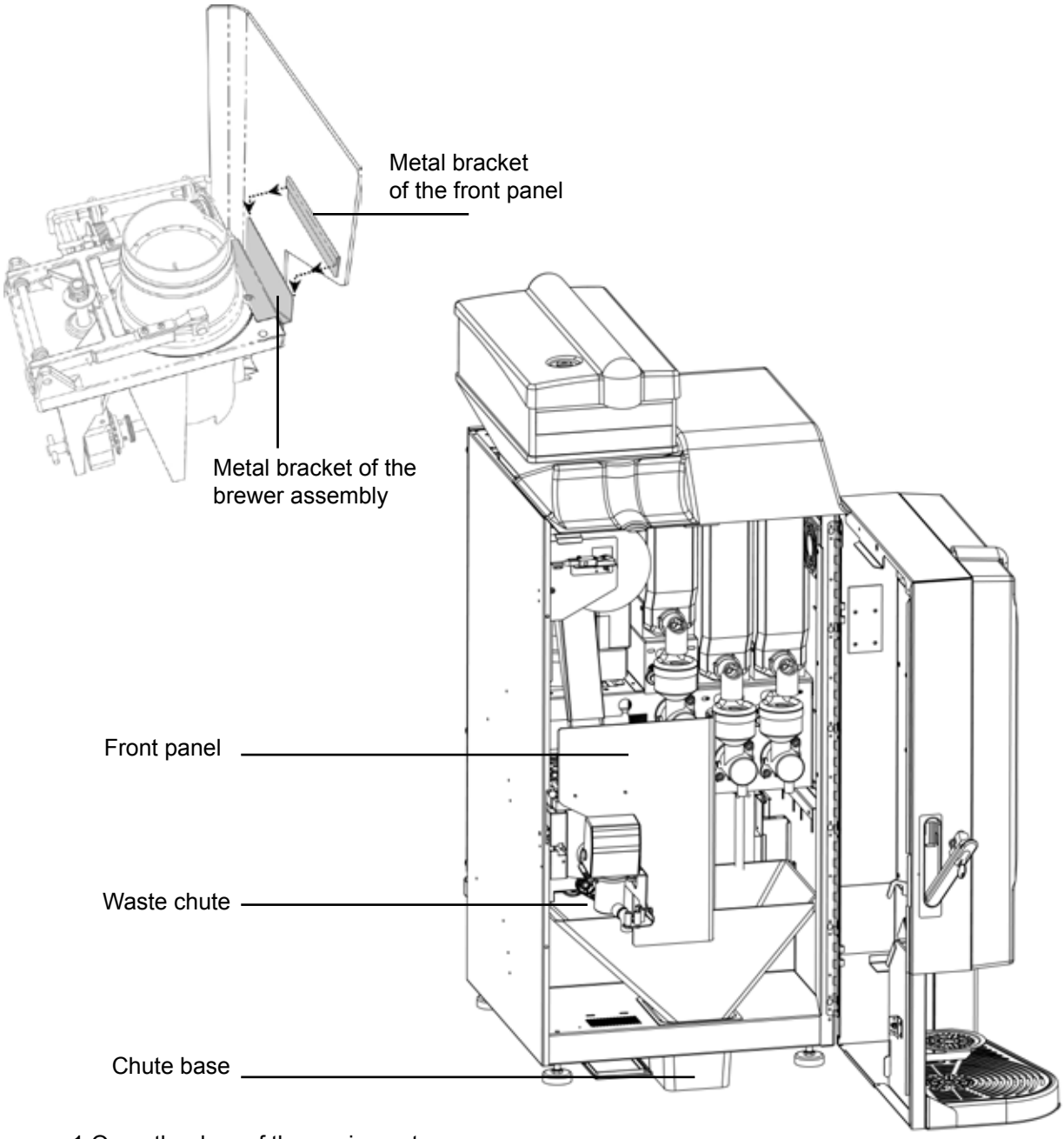
A - 3 Whole Bean Coffees
- Coffee 1
- Coffee 2
- Coffee 3

B - Soluble (Milk Powder)
C - Soluble (Hot Chocolate)
D - Soluble (French Vanilla)



By removing only 1 lid at a time, you will reduce the risk of cross contamination of products.

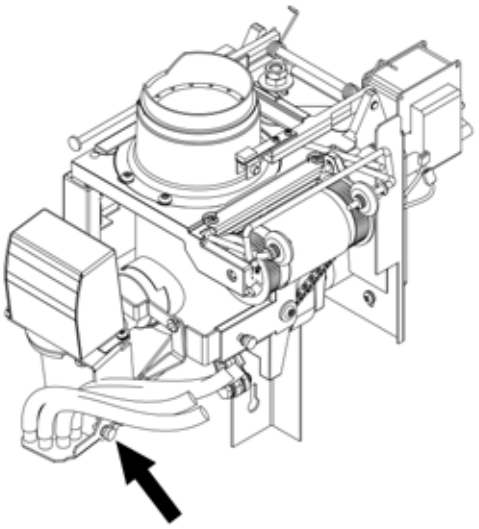
3.11 Chute System Installation



1.Open the door of the equipment;
2.Insert the chute base inside the chute hole of the cabinet;
3.Insert the large waste chute into the chute base;
4.Install the front panel by aligning the metal bracket behind the front panel with the metal bracket fixed on the brewer assembly.

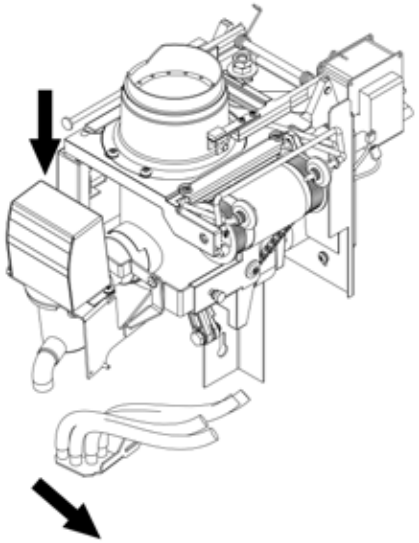
Internal waste bin maximum coffee capacity: 80 cups

1



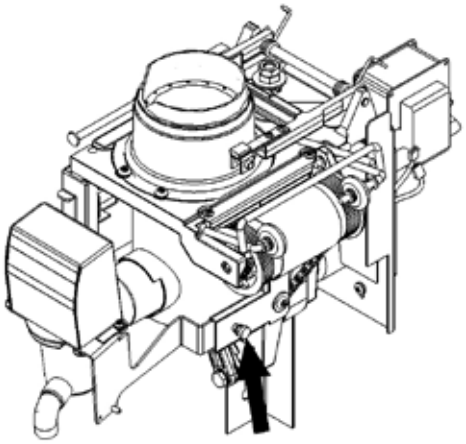
1. Untighten the screw that holds the tube support.

2



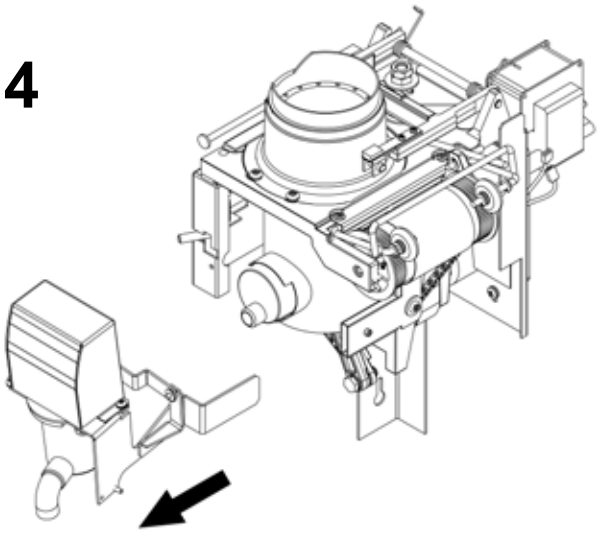
2. Remove the tube support, (it will retained by the tubes). Disconnect the coffee whipper wire (in the back of the whipper protector).

3



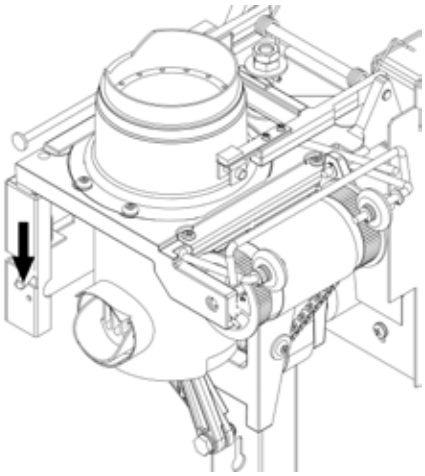
3. Untighten the whipper support screw.

4



5. Remove the spout with the coffee whipper by simply pulling it towards you.

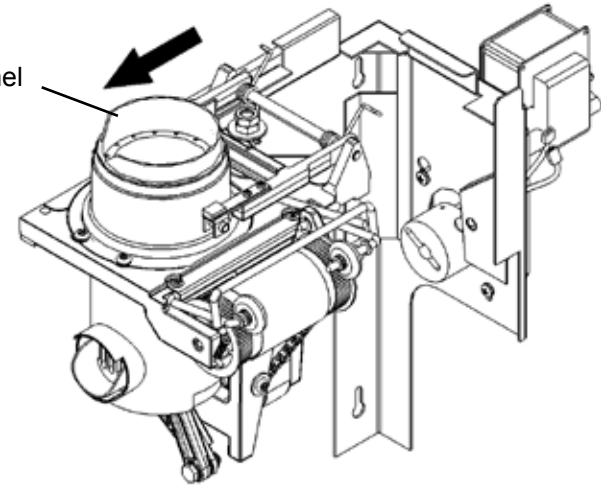
5



6. Cut the filter paper. Then lower the latch of the brewer to unlock it.

6

Funnel



7. Withdraw the funnel and the tube of sillicon which is fixed above. Draw the brewer towards you to take it out the machine.

3.13 Filter Paper Installation

1. Make sure the power of the brewer is turned ON;

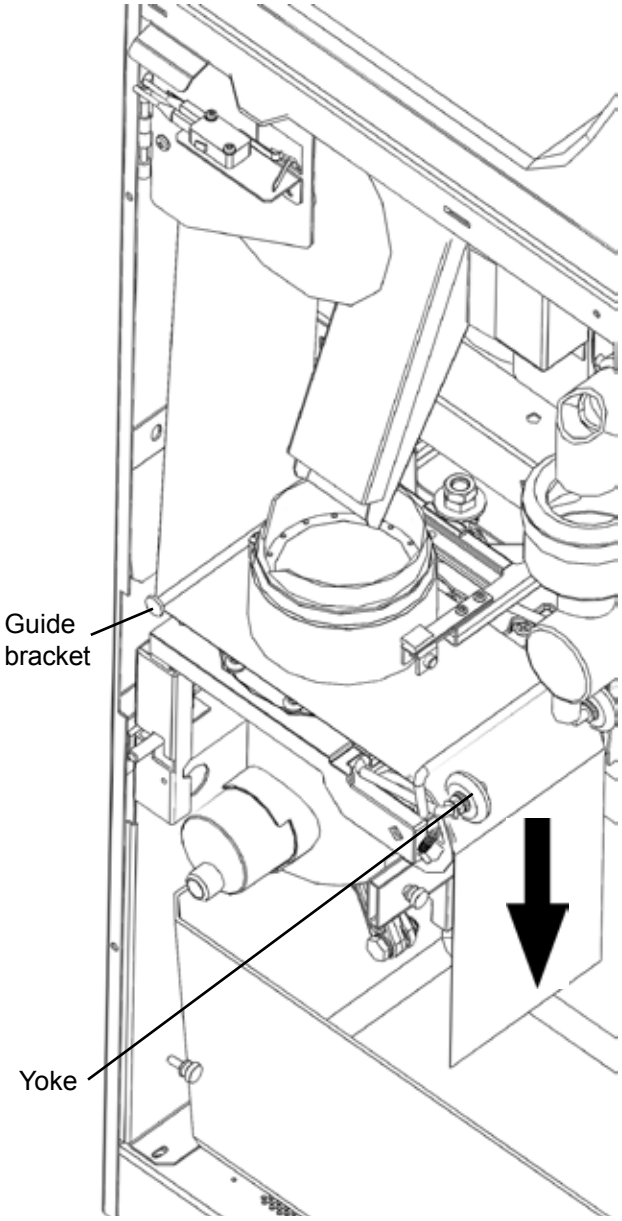
2. Place the filter paper roll on the support bracket so that it dispenses on the left hand side; (See the diagram inside the brewer)

3. Go in service mode (for more informations see section 4.1) and press the Install filter paper text box an follow the instructions at the screen; **Note: the brew chamber will not lift up if the switch does not detect any filter paper**

4. Pass it under the left guide bracket of the brew group, under the brew chamber and under the wheel guides by gently lifting them using the yoke;

5. Pull on the paper and carry it through the cabinet chute hole and into the waste bin;

6. Make sure that it is feeding straight. Verify that it stays within the first guide. Improper filter paper feeding will cause a vacuum leak and may cause grounds to spill inside the equipment.



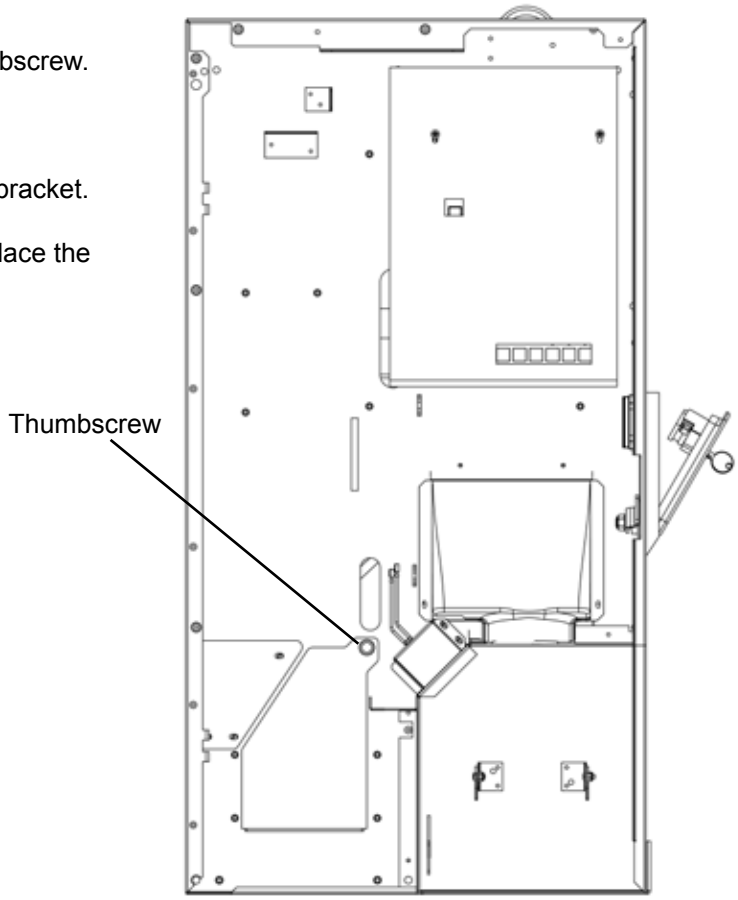
3.14 Removing printer (Optional)

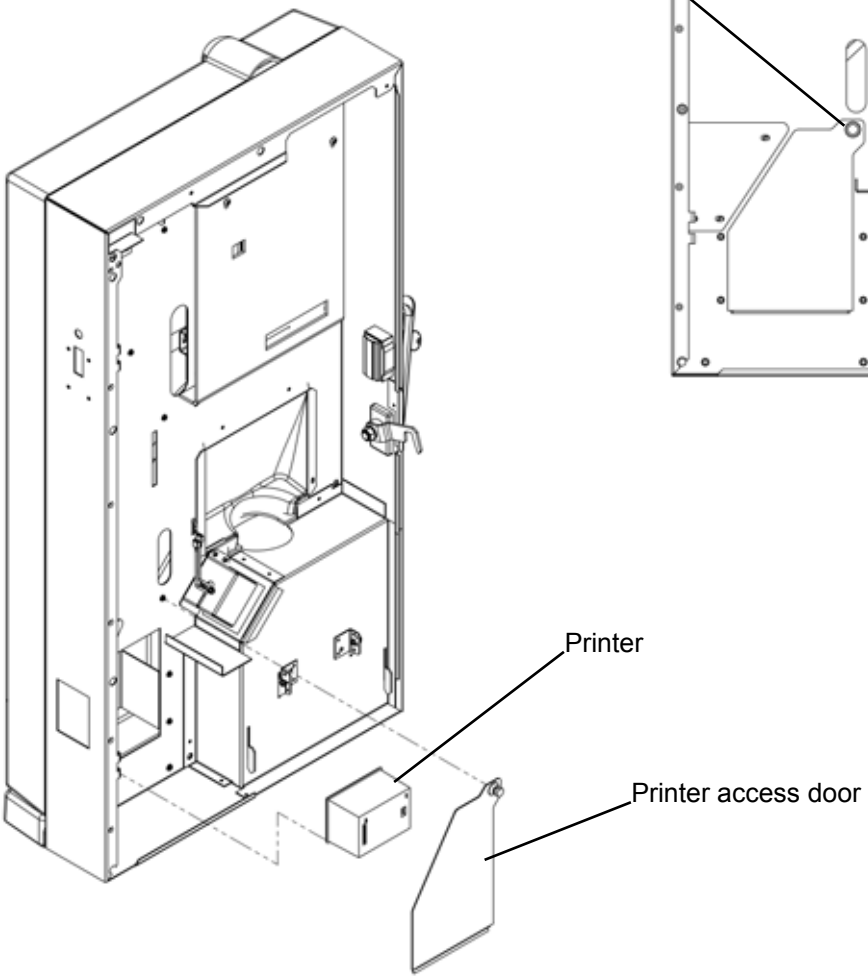
1.Unscrew the printer access door thumbscrew.

2.Remove the printer access door.

3.Lift the printer and remove it from the bracket.

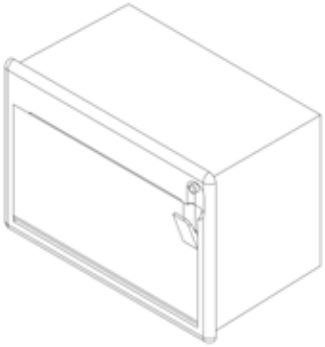
4.See the next page to know how to replace the paper.

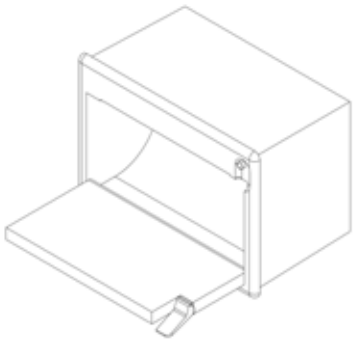




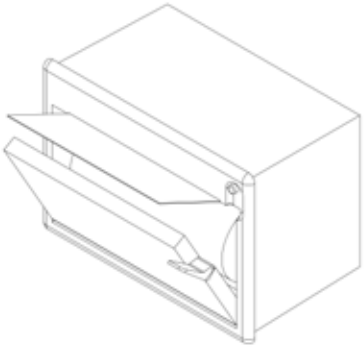
3.14.1 Replacing printer paper

1. Gently pull the lever until the front panel opens completly as shown below.





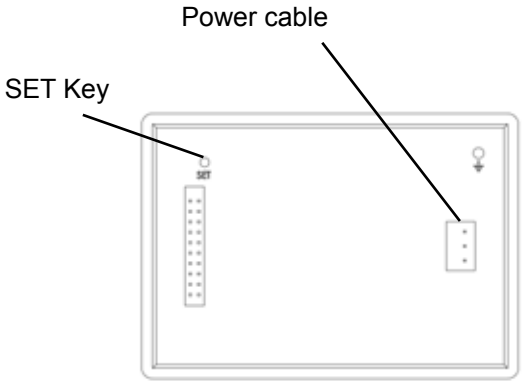
2. Put the thermal paper into the printer (the unwinding direction is shown below) and close the front panel. Make sure the printer is powered and press 3 times the LF key to make sure the paper is aligned.



3.14.2 Changing the printer chroma (Print darkness)

Unplug the power cable. Press SET Key and plug back the power cable at the same time. It will print out the state of printer. After that, press the LF key once so that you can change de chroma. Press the SET Key to decrease chroma and the LF Key to augment chroma. The printer has to be repowered after setting.

Front of printer



Back of printer

3.14.3 Ordering printer paper

To order paper you must contact us. (See section 2.1 for the coodinates)

3.15 Testing Installation

It is important to have the equipment performing several cycles before completing the installation. It is important that you order at least 2 of each product selections to insure that the brewer is operating as per the specifications laid out in this manual. During this process, review the check list as a reminder.

You need to be sure that the brewer is clean, safe and functioning once you're ready to leave it on-site.

What to check

☑	Inlet valve is free from leaks	Verify that it is secure and not overtightened
☑	Brew chamber is empty of coffee	Verify that the unit is leveled
☑	Filter paper feeds without resistance and goes straight into the waste bin	Verify that the chute is properly installed Repeat the installation procedure
☑	Soluble mixing bowl is free of leaks	Verify that it is on straight and tube is secure
☑	Water temperature is acceptable	See water temperature
☑	Products are loaded	Refer to this manual
☑	Brewer and area are clean and tidy	Please tidy up

3.16 About coins and bill acceptors

The Total 1 sofware and hardware is tested and developped using CoinCo products. We suggest you use the same brand for complete compatibility.

The following models are tested to work fine with the Total 1 :

- MDB Coin acceptor 9300GX (american coins)
- MDB Coin acceptor 9300CGX (canadian coins)
- MDB Bill reader Bill Pro BP4SX (american bills only)
- MDB Coin acceptor Guardian 6000
- MDB Bill reader Bill Pro BP4-CRX6U

Every bill inserted will be automaticaly placed into the bill stack. A customer cannot cancel the vend and have the bill returned. If the vend is canceled, the value of the bill inserted will be refounded in coins. The Total 1 is made this way to enable the customer to insert multiple bills.

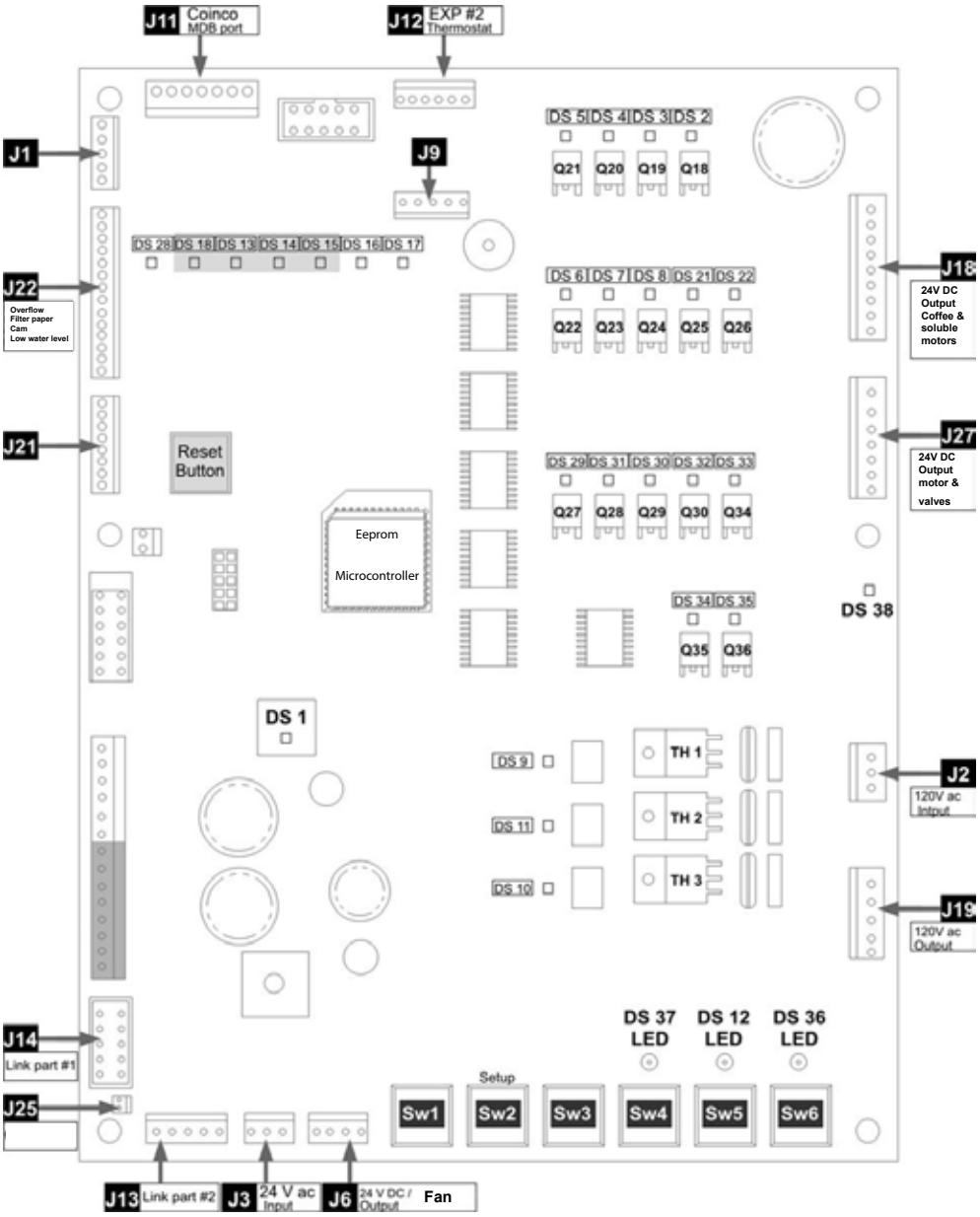
Bills with a value of maximum $10.00 will be accepted. Higher value bills will be returned.

For a bill to be accepted, the same value must be found in coins in the coins return tubes of a coin changer. Thus, a working coin changer must be plugged in when a bill reader is used.

There is an exception for the $1.00 bill. The $1.00 bill will always be accepted even if there are not coins in the coin changer tubes. No need for coin acceptors if you plan to use a bill reader that only accepts $1.00 bills.

When using coin acceptors and bill readers, make sure all products selling prices are multiples of $0.05. For example, if a product is sold at $1.98 and a customer has $2.00 of credits, the coin acceptor cannot return $0.02 of change. The right selling price would be $1.95 or $2.00.

3.17 Main Board



3.17.1 Main Board (PCB) Description

Interactive switches and buttons

1.Reset Button (Red)
Pressing this button reset the main not the screen.

2.Setup Button (SW2) White
Pressing this button gives you access to the product and brewer software parameters.

The other switches are unused

Green LEDs

The green led will illuminate to indicate the following status.

DS1 Power 5Volts ok
DS18 Drip tray overflow
DS13 Brewer out or start position
DS14 Filter paper ok
DS15 Low water level

Red LEDs
The red led will illuminate to indicate the part is in use.

DS38 Power 24Volts ok
DS2 Whip motor coffee
DS3 Coffee #1 motor ingredients
DS4 Coffee #2 motor ingredients
DS5 Coffee #3 motor ingredients
DS6 Soluble #1 motor ingredients
DS7 Soluble #2 motor ingredients
DS8 Soluble # 3 motor ingredients
DS9 Brewer motor
DS10 Inlet valve
DS11 Grinder motor
DS12 Ingredient output are disable
DS21 Chute Solenoïde
DS22 Coffee hot water valve
DS29 Soluble #1 hot water valve
DS30 Soluble # 3 hot water valve
DS31 Soluble #2 hot water valve
DS32 Hot water valve
DS33 Whip Motor Soluble #1
DS34 Whip Motor Soluble #2
DS35 Whip Motor Soluble # 3
DS36 Coms activity between touch panel and brewer

All units are shipped with the switches in the ON position.

The microcontroller, also known as the Eprom, can be swapped to incorporate new improvements to the programming.

IMPORTANT

· Use the necessary precautions for handling static sensitive devices.
· Do not attempt to pry the chip out of the socket with anything. This will damage the casing.

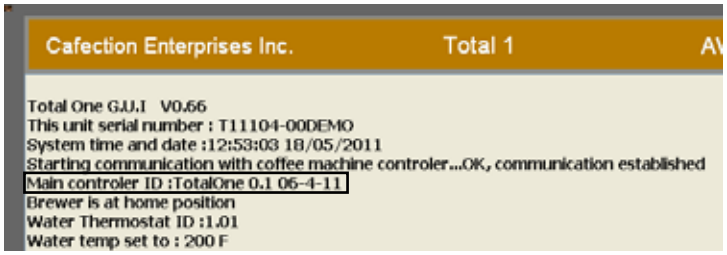
Tool required: You will need to purchase a PLCC Extractor as showed in the diagram below . This can be found in most electronics stores or via the internet. Without this tool, you may damage the casing for the microchip and damage the board.

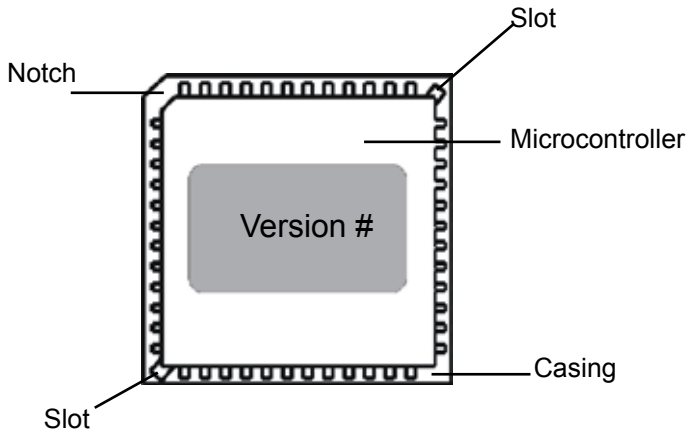
Removing

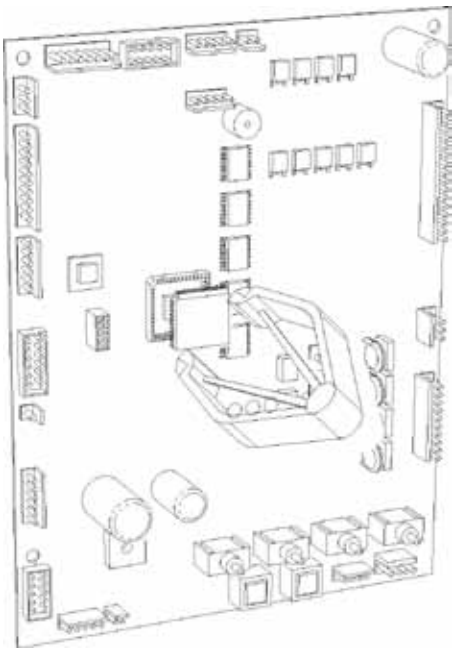
1. Turn off the machine and unplug from the outlet;
2. Open the door and remove the lexan plate via the 4 screws;
3. Locate the microcontroller (the black square piece in the middle of the board with a white label);
4. Using the Extractor, carefully insert the prongs in the top right and bottom left corner slots of the casing and grab the microcontroller;
5. Pull out of the socket gently.

Replacing

1. Align the notched corner of the microcontroller with the notched corner of the empty socket;
2. Make sure that all contacts are aligned with the appropriate slots on the socket;
3. Push the microcontroller firmly, straght down until the top of the chip is flush with the top of the socket;
4. Replace remaining parts in the reverse order;
5. Plug the machine in and turn on the unit;
6. At start-up, the screen will indicate the microchip version #, see picture below;


Cafection Enterprises Inc.
Total 1
Total One G.U.I V0.66
This unit serial number : T11104-00DEMO
System time and date :12:53:03 18/05/2011
Starting communication with coffee machine controler...OK, communication established
Main controler ID :TotalOne 0.1 06-4-11
Brewer is at home position
Water Thermostat ID :1.01
Water temp set to : 200 F

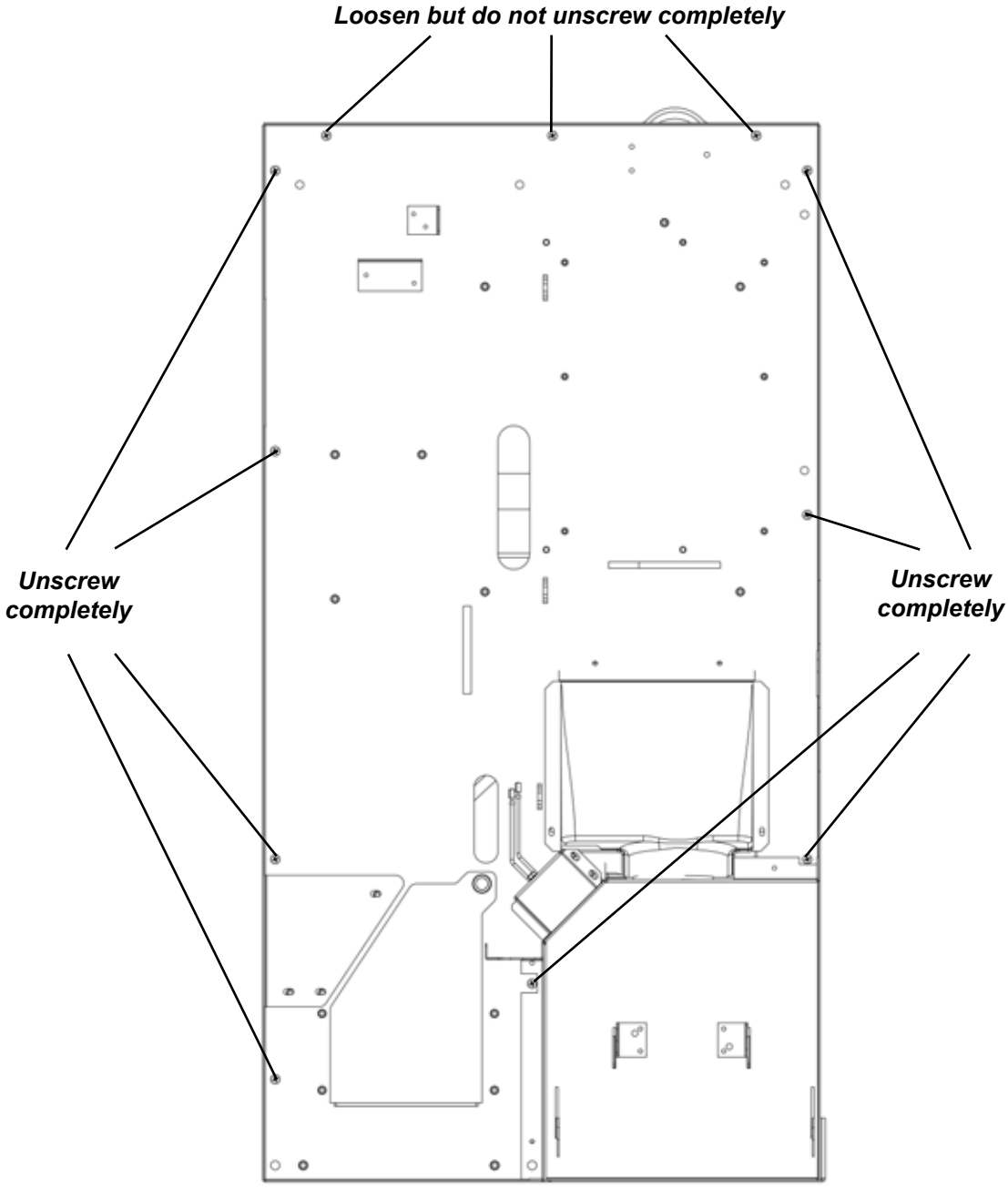




3.18 Removing flash card

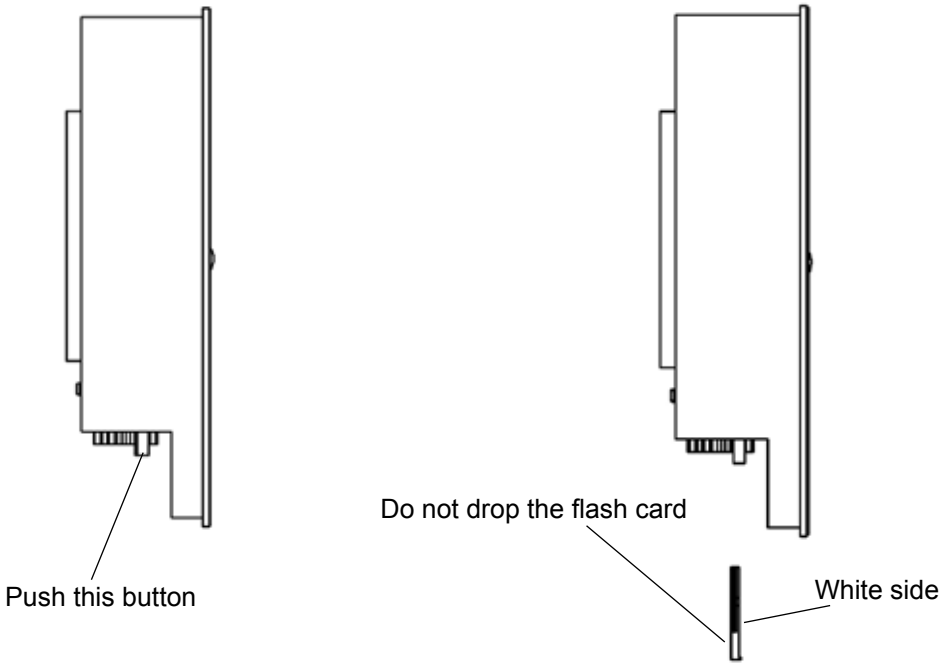
3.18.1 Accesing the computer

1. Loosen the three top screw holding the fascia and completely unscrew the others.
2. Gently pull the bottom of the facsia to make some space for you to work.



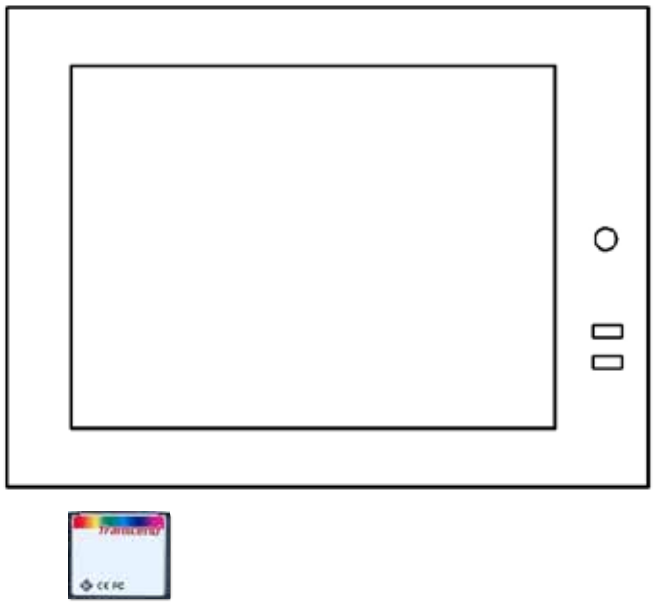
3.18.2 Removing the flash card

To remove the flash card stand on the left side of the machine and push the button until the flash card is free. To prevent the card from falling put a hand under it.



3.18.3 Inserting the flash card

To insert the flash card stand on the left side and push the flash card in it's slot. The white side of the flash card should face the front of the machine as shown below.



4 SERVICE SOFTWARE

4.1 User levels

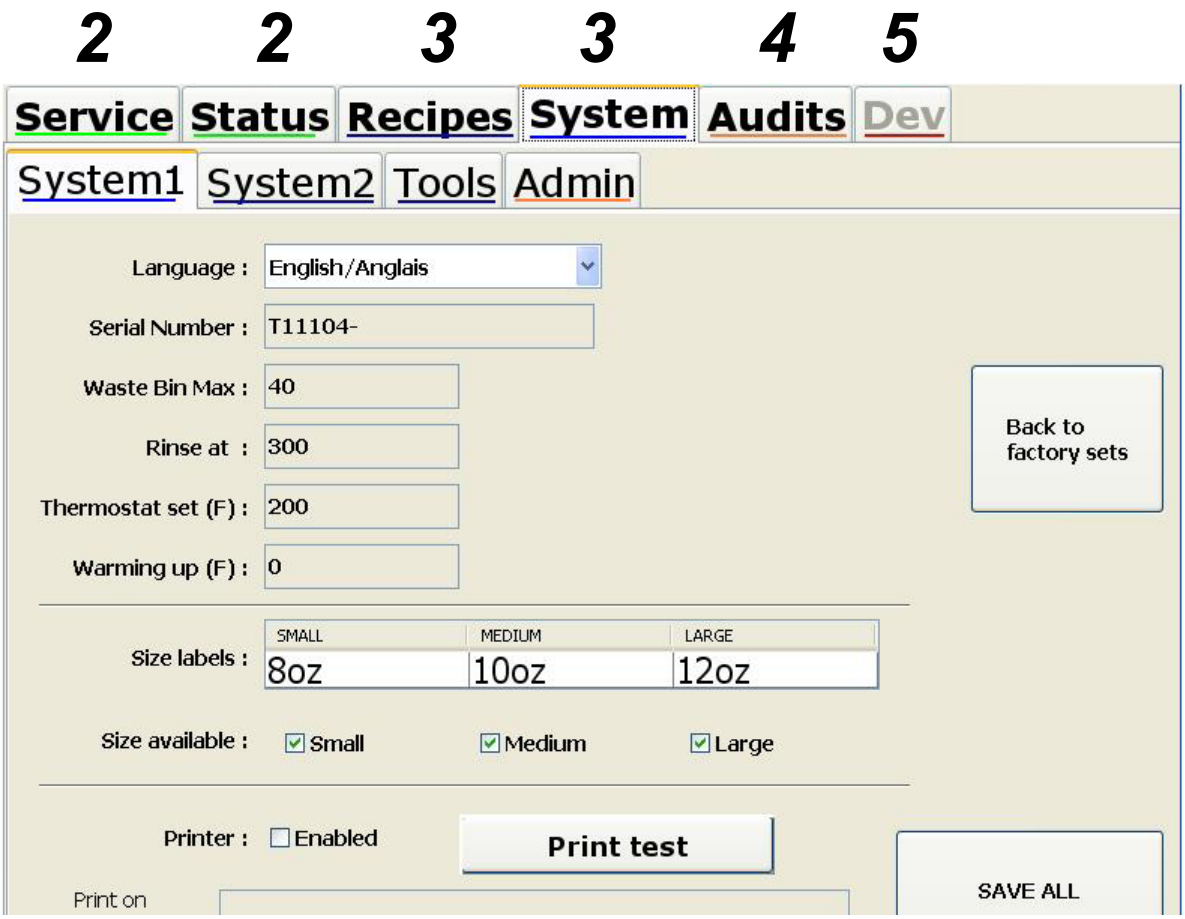
User level 1: Products selection and dispendsing

User level 2: Service personel forbasic maintenance. Door key needed. No password.

User level 3: Service tasks. Recipies modification, system settings.
Factory password for this level: tech

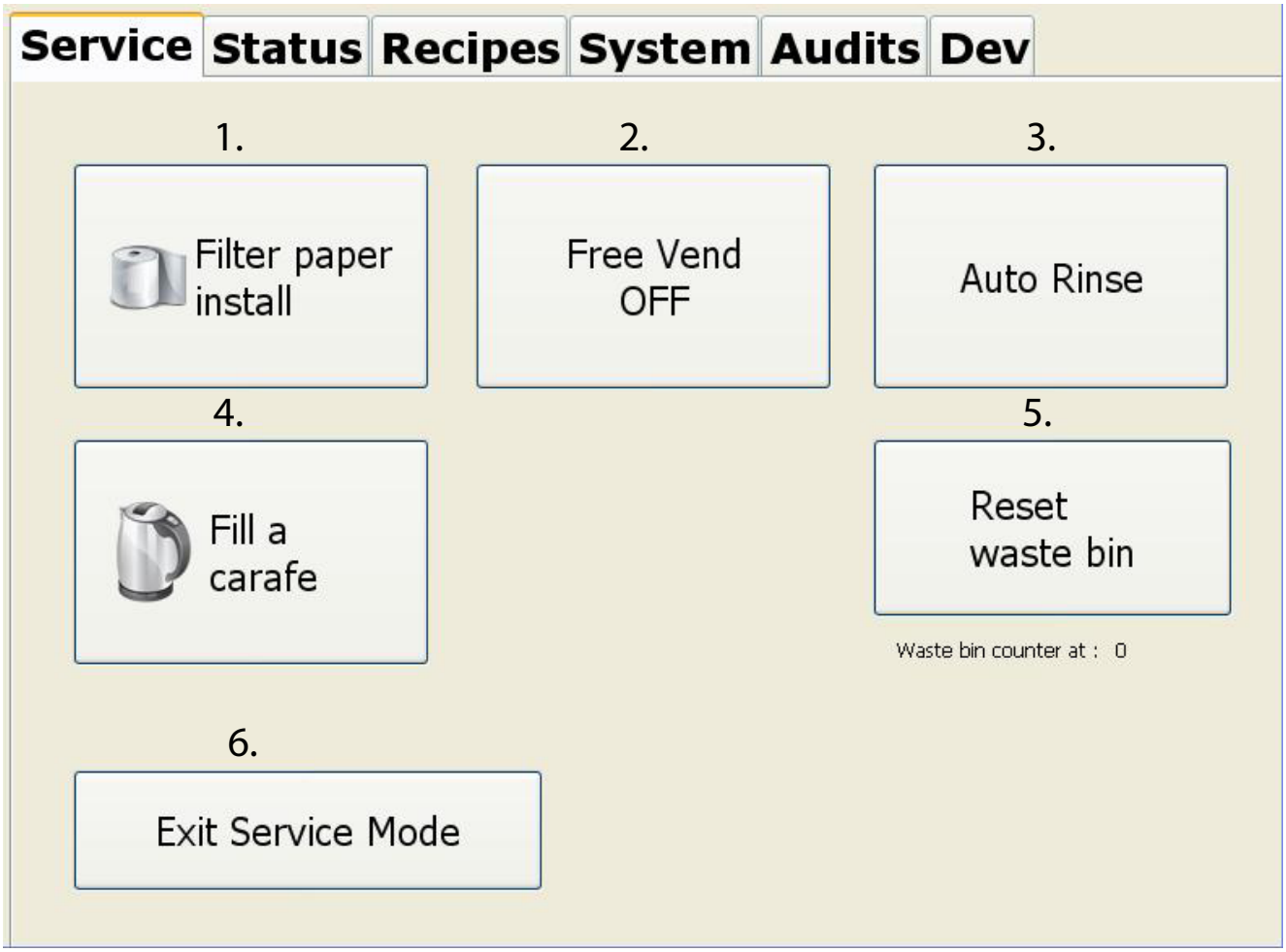
User level 4: Administrative tasks. Sales counters (audits) and password modification.
Factory password for this level: admin

User level 5: For development purposes. For cafection only.



4.2 Service Screen

To get to the screen below press the setup (white) button (SW2 as shown in section 3.17) on the main board inside the door. The service tab will be displayed on the screen.



1. This button is used to change the filter paper. Follow the instructions on the screen after pressing it.
2. This button is used to put the the brewer in free vending mode. If the brewer is in free vending mode the button will appear in green and show ON. If the brewer is not in free vending mode the button will show OFF. When free vend is enable, the coin, bill and card devices will be disabled so the customer can get product without paying. Please note, when free vend is ON, the optional printer will not print any coupons.
3. See section 5.1 for more information.
4. This button is used to enter carafe mode for more information see next page.
5. This button is used to reset the waste bin counter.
6. This button is used to exit service mode.

4.2.1 Carafe mode

The carafe mode is always free and each drink is counted as a free vend in the sales counters.

When you press the button fill a carafe in setup mode the screen will automatically return to the selection screen. The pictures below show the process to fill a carafe.

If you want to cancel the product while the brewing is in proccess, press cancel. The machine will finish the product it's making and won't start another one.

The carafe icon on the top right corner confirm that the machine is in carafe mode.

If you want to quit carafe mode you need the get back in setup mode and press the fill a carafe button so it turn back to white.

1

2

3

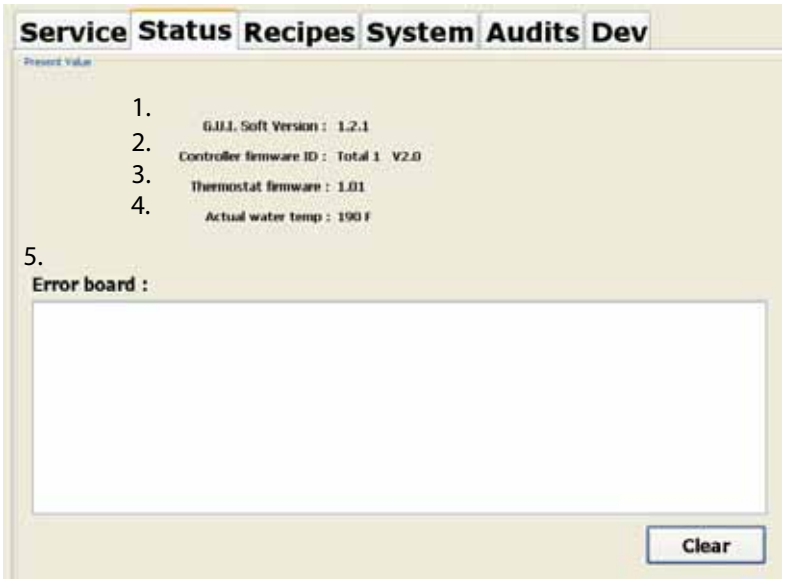
4

5

6

4.3 Status Screen

To get to the screen below press the setup (white) button (SW2 as shown in section 3.17) on the main board inside the door of the machine and press the STATUS tab.



1. This text indicates the software version of the touch screen computer.
2. This text indicates firmware version of the brewer's main control board.
3. This text indicates the thermostat firmware version.
4. This text indicates the actual temperature of the water inside the tank.
5. The error board kept the last 50 events in memory.

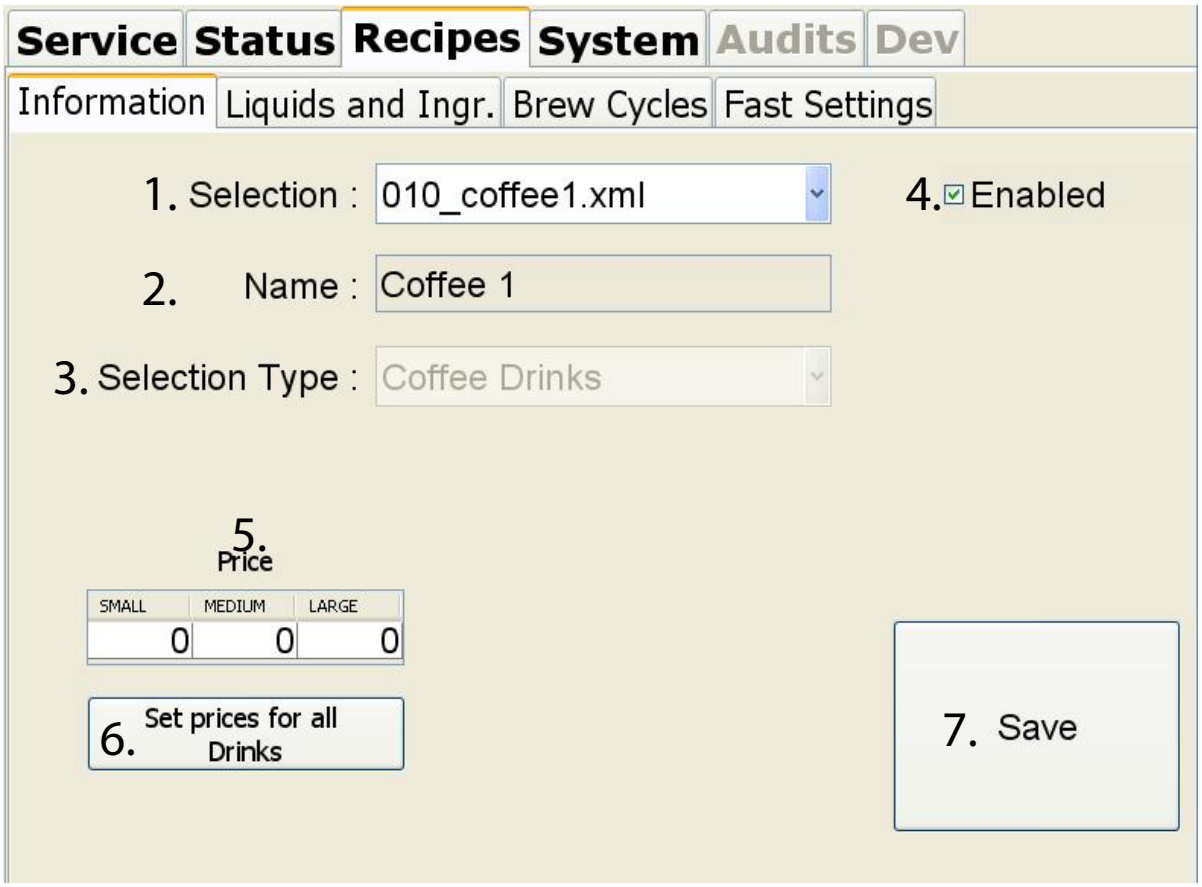
4.4 Password pop-up

The screen below should pop-up when you press the AUDITS, RECIPES, SYSTEM and DEV tabs if so, type in your password with the virtual keyboard and then press return. Depending upon the password you enter, you will gain acces to different service tabs. See section 4.1 for details about user levels.

4.5 Recipe Screen

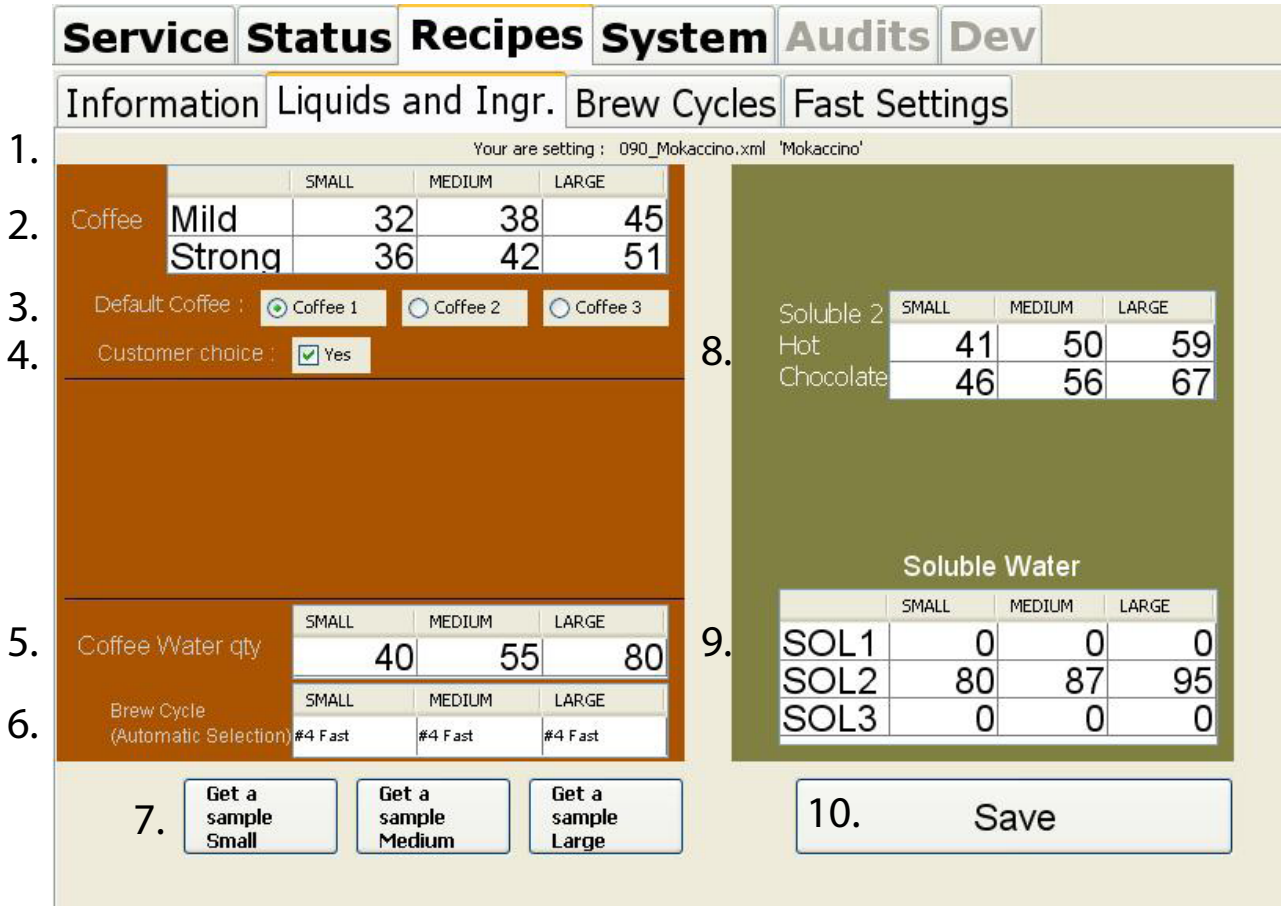
To get to the screen below press the setup (white) button (SW2 as shown in section 3.17) on the main board inside the door of the machine and press the RECIPES tab.

4.5.1 Information tab



1. This button is used to choose the recipe you want to modify.
2. This button is used to set the name that will be shown on the selection screen. Note that if the language of the system is changed the name of the products will be reset.
3. This button shows in witch category this drink will appear on the selection screen. The three drinks category are: coffee drinks, hot beverage, gourmet drinks.
4. This button is used to enable or disable the drink on the selection screen. If you remove the check in the box the drink won't appear on the selection screen
5. This table is used to set invidual prices for all the three sizes.
6. This button is used to set the prices for all drinks (recipes) at once. To do so, set te prices in table 5 and press the button. The prices for all other drinks (recipes) will be automatically set at the same prices.
7. TO SAVE any parameters change press this button.

4.5.2 Liquids and ingredient. tab



1. This line shows the recipe you are modifying.
2. This table is used to set the amount of coffee beans used to make coffee drinks.
3. These boxes are used to set the default coffee used the make the coffee drink.
4. This check box is used to set if the customer can choose the coffee he want's to make the coffee drink.
5. This table is used to set the amount of water used to make coffee drinks.
6. This table is showing the operator what brew cycle is choosed automatically by the software regarding the amount of water set on coffee water qty table above. See section 4.5.3 for more information.
7. These button are used to get a sample of every size to help setting the amount of product and water needed. See next page to more information about the pop-up that appears when you hit this button.
8. This table is used to set the amount of soluble powder used to make drinks.
9. This table is used to set the amount of water used to make drinks with soluble powder.
10. TO SAVE any parameters change press this button.

All values in the recipes are time values. A water level setting is an amount of time the dispensing water valve is opened. An ingredient setting is is an amount of time the motor is running to dispense coffee beans or soluble powder.

20 units = 1 second.

The box beside numeric keypad will show an estimated conversion of the value VS liquid amount or value VS ingredient weight when you modify a setting.

4.5.2.1 Sample pop-up explanation

1. These buttons allows the operator to have a sample of ALL the dry ingredients of the tested recipe. To weight the ingredients MAKE SURE that a container is placed under each products dispenser.
2. This button allows the operator to have a sample of the drink but without the ingredients. No soluble powder or coffee beans will be dispensed.
3. This button allows the operator to have a sample of a complete drink.

4.5.3 Brew cycle tab

There are four different brew cycles in the total 1. The brew cycle is automatically selected depending on water level in the coffee.

For brewer water quantities equal or bellow 100 units Cycle #4 will be selected. It's a quick cycle for low water levels.

For brewer water quantities between 101 and 187 units Cycle #1 will be selected. It's the regular Avalon brew cycle.

For brewer water quantities between 188 and 269 units Cycle #2 will be selected. It's a 3 swirling cycle. Water volume is high and coffee quantity must be also high. Water is dispensed in 3 shots in the brewer and the coffee-water mix is swirled 3 times to make sure the all coffee is in contact with the water.

For brewer water quantities of 270 and higher, the double brew cycle #3 is selected. The coffee machine will split in half the water and ingredient quantity and do two brew cycles.

Grinder time : The amount of time the grinder is activated to grind all the beans. Must be high enought to grind all the beans leaving a clean empty grinder after the coffee is dispensed into the cup. 20 units = 1 second.

Pause 1 : One of the contact time of water and coffee. You want more extraction, increase this time. 20 units = 1 second.

Pause 2 : Another contact time of water and coffee. You want more extraction, increase this time. 20 units = 1 second.

Move 3 : Brewer motor moving time. A brewer position setting. It's the position where the brewer piston stops before restaring to dispense into the cup.

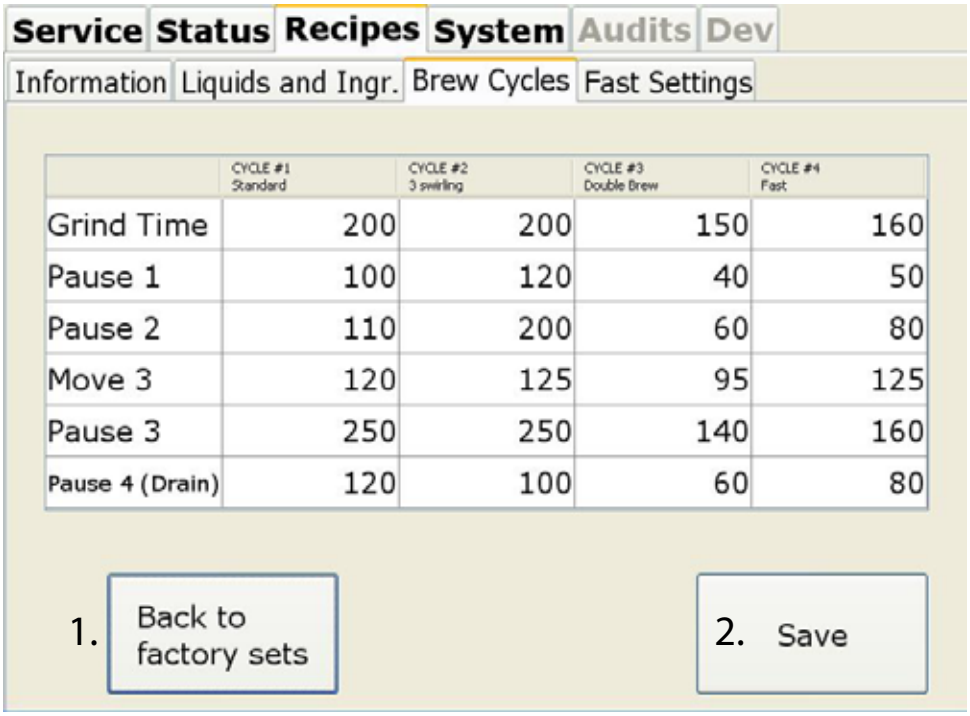
If this setting is too high, the brewer piston goes too far down, prematurly opening the top brew chamber, causing a mess of wet coffee grinds inside.

If this setting is too low, the brewer piston does not move down far enough, not pulling all the coffee through the filter.

Change this setting with caution.

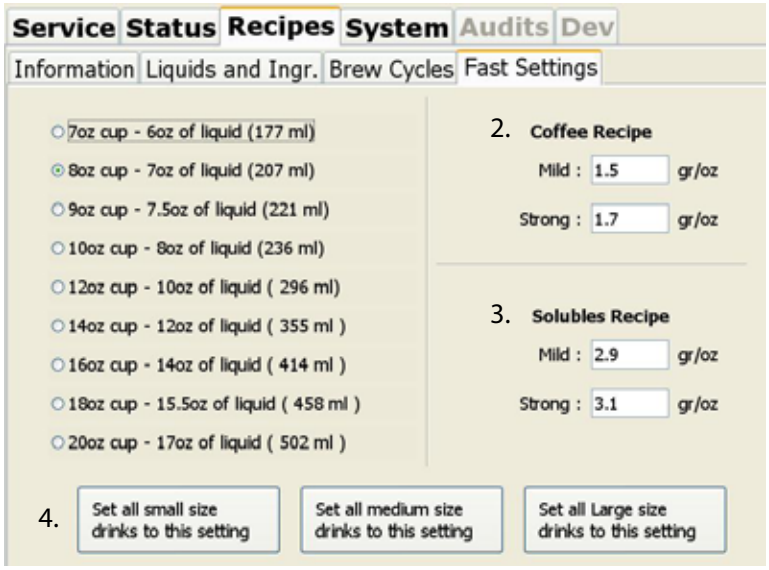
Pause 3 : Pause before the top brew chamber opens and the coffee is dispensed into the drink. If you have wet coffee grinds on the filter paper at the end of the brew, increasing this setting might solve the problem. 20 units = 1 second.

Pause 4 : The brewer drain time. Must be high enought to empty the brewer at the end of the cycle. 20 units = 1 second.



1. Brings back all brew cycles setting to safe factory settings.
2. TO SAVE any parameters change press this button.

4.5.4 Fast settings tab


Service Status Recipes System Audits Dev
Information Liquids and Ingr. Brew Cycles Fast Settings
1.
7oz cup - 6oz of liquid (177 ml)
8oz cup - 7oz of liquid (207 ml)
9oz cup - 7.5oz of liquid (221 ml)
10oz cup - 8oz of liquid (236 ml)
12oz cup - 10oz of liquid (296 ml)
14oz cup - 12oz of liquid (355 ml)
16oz cup - 14oz of liquid (414 ml)
18oz cup - 15.5oz of liquid (458 ml)
20oz cup - 17oz of liquid (502 ml)
2. Coffee Recipe
Mild : 1.5 gr/oz
Strong : 1.7 gr/oz
3. Solubles Recipe
Mild : 2.9 gr/oz
Strong : 3.1 gr/oz
4.
Set all small size drinks to this setting
Set all medium size drinks to this setting
Set all Large size drinks to this setting

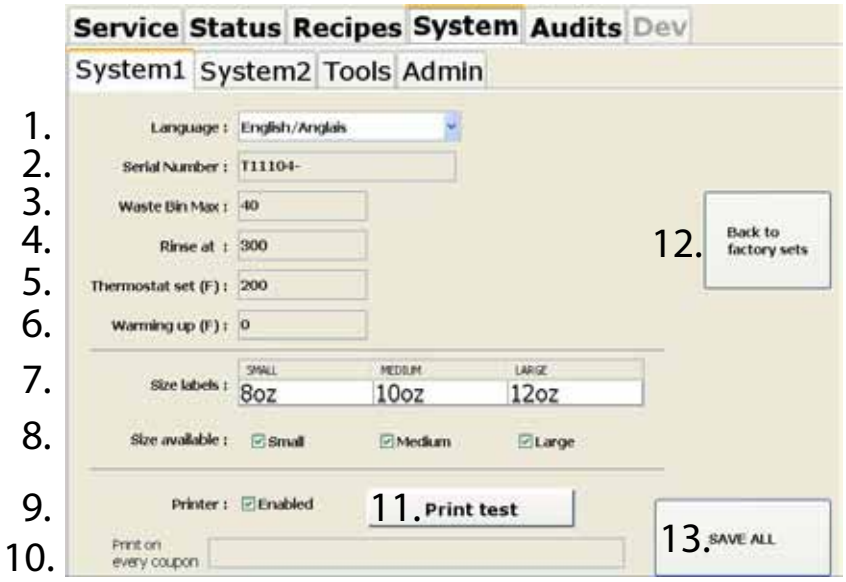
1. Select the cup size you want. 7oz to 20oz cup. This table is used to set the amount of coffee grind per water onces.
2. Set your coffee recipe.
3. Set your soluble recipe.
4. Assign your settings to a cup size (small, medium, large). Press one of the 3 buttons at the bottom of the screen. All drinks will be automaticaly set.

N.B.: The fast settings does not take in charge the gourmet selection that can only be edited manually.

4.6 System Screen

To get to the screen below press the setup (white) button (SW2 as shown in section 3.17) on the main board inside the door of the machine and press the SYSTEM tab.

4.6.1 System 1 tab



4.6.1 System 1 tab (continued)

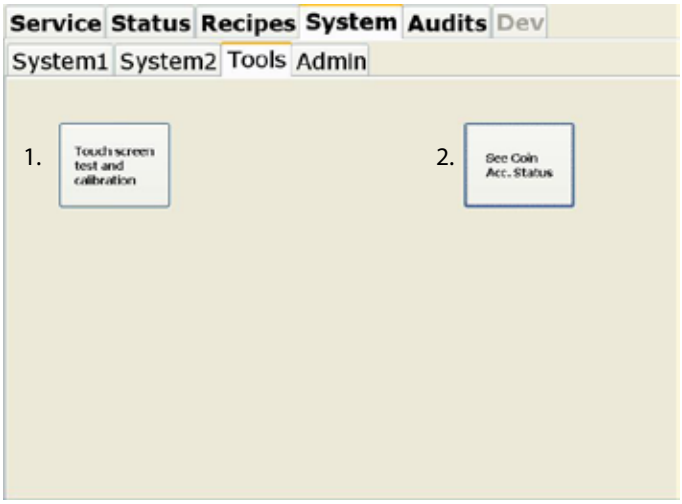
The text below refers to the previous page.

1. This button is used to set the language of the system. To change the language select which language you want to set then press SAVE ALL a window will pop-up and tell you what to do. Note that if the language is changed the name of the products will be reseted.
2. This button is used to set the serial number of the machine.
3. This button is used to set the number of coffee before showing the waste bin full message on the selection screen. Disable the waste bin full message feature by putitng this count to zero.
4. This button is used to set the number of drinks made before showing rinse needed meassage on the selection screen. Disable this feature by putting the count to zero.
5. This button is used to set the water temperature in the tank in fahrenheit.
6. This button is used to set the minimum temperature of the water in the tank. If the water temparature drops below this setting, the coffee brewer will show an error code until the temperature rise above this temperature.
7. This table is used to set the labels that will be shown under the size buttons on the selection screen.
8. These buttons are used to enable or disable each size of coffee cups. If only one size is available, the size selection screen will be skiped in the drink selection process.
9. This button is used to enable or disable the optinal printer. Please note, the printer will not print any coupons if the free vend is ON and if the carafe mode is ON. This button is used to add your own message on every coupon printed.
10. This button is used to do a print test.
11. This button is used to reset the system back to factory settings.
12. TO SAVE any parameters change press this button.

4.6.2 System 2 tab

1. This check box is used to enable or disable the add milk option that allows the customer to add milk to his coffee drink. When the Add milk option is enabled, the customer will be offered a portion of milk in his drink ON the strength selection screen.The milk portion quantity is fixed in the system and cannot be adjusted. The extra milk is offered with any drink that has a brewer water quantity equal or above 100.
2. This is used to set the number of drinks ordered before someone gets one for free. To disable this function set it to 0. It is not recommended to used this feature if you are using an optionnal printer.
3. TO SAVE any parameters change press this button.

4.6.3 Tools tab



1. Pushing this button will open the touch screen utility screen. Only use the options and tools in the 'tool' tab of the utility screen. 'Draw Test' Make a drawing on screen to test the accuracy of the touch screen calibration. The touch screen is already calibrated during assembly. If you want do the calibration again, press the 'clear parameter' button and then 'linearization'. Choose 25 points calibration. Press on all 25 circles one after the other.
2. This button is used to see the coin acceptor status. Note if there is no coin acceptor in the machine or it's not plugged correctly this box won't be visible.

4.6.4 Admin tab

The system admin tab is available to 'admin' user level 4. See section 4.2.1 for details.

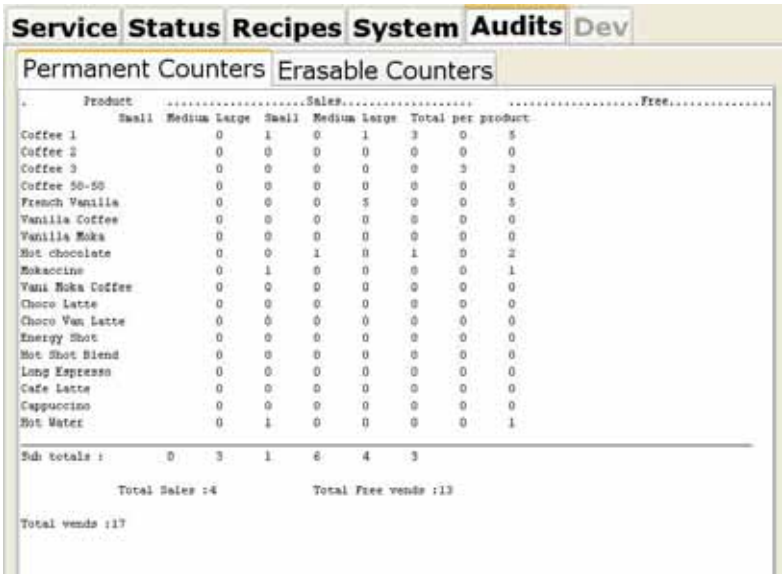
1. This box is used to change the admin level password. Press on the text box, enter a new password, press 'enter' on keyboard and press the save button (item#3 on this page).
2. This box is used to change the tech level password. Press on the text box, enter a new password, press 'enter' on keyboard and press the save button (item#3 on this page).

If you can't log into any user levels because the passwords have been changed and you lost or forgot the passwords, you will have to do a general reset. Contact our technical support team for the procedure. Doing a general reset will reset all drinks recipes, settings and passwords except the permanent sales counters.

4.7 Audit Screen

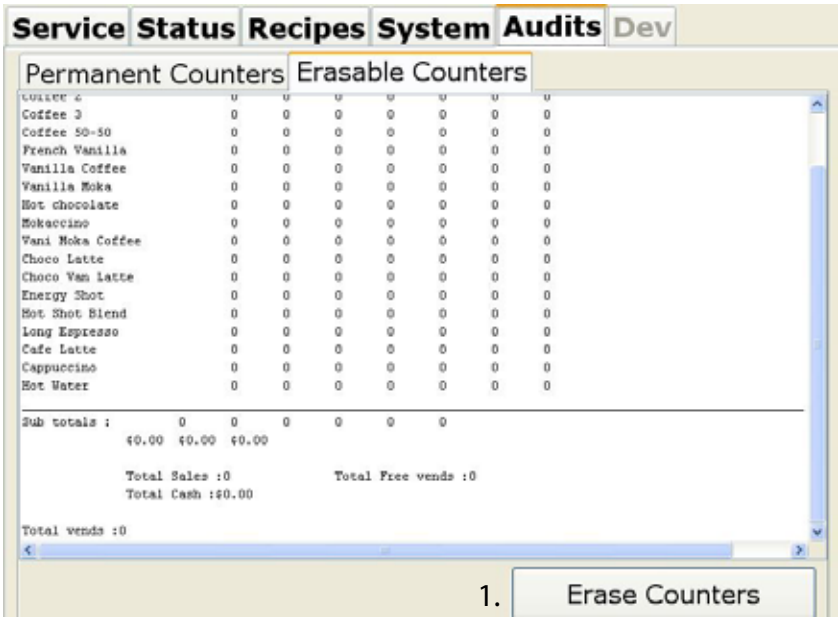
4.7.1 Permanent counters

To get to the screen below press the setup (white) button (SW2 as shown in section 3.17) on the main board inside the door of the machine and press the AUDITS tab. This tab indicates the amount of drinks sold since the machine as been build.


Service Status Recipes System Audits Dev
Permanent Counters Erasable Counters
Product Sales Free
Small Medium Large Small Medium Large Total per product
Coffee 1 0 1 0 1 3 0 5
Coffee 2 0 0 0 0 0 0 0
Coffee 3 0 0 0 0 0 3 3
Coffee 50-50 0 0 0 0 0 0 0
French Vanilla 0 0 0 5 0 0 5
Vanilla Coffee 0 0 0 0 0 0 0
Vanilla Moka 0 0 0 0 0 0 0
Hot chocolate 0 0 1 0 1 0 2
Mokaccino 0 1 0 0 0 0 1
Vani Moka Coffee 0 0 0 0 0 0 0
Choco Latte 0 0 0 0 0 0 0
Choco Van Latte 0 0 0 0 0 0 0
Energy Shot 0 0 0 0 0 0 0
Hot Shot Blend 0 0 0 0 0 0 0
Long Espresso 0 0 0 0 0 0 0
Cafe Latte 0 0 0 0 0 0 0
Cappuccino 0 0 0 0 0 0 0
Hot Water 0 1 0 0 0 0 1
Sub totals : 0 3 1 6 4 3
Total Sales :4 Total Free vends :13
Total vends :17

4.7.2 Erasable counters

This tab indicates the amount of drinks sold since the last time that the counters have been erased. It also indicates the total sales, free vends and vends in cash value.


Service Status Recipes System Audits Dev
Permanent Counters Erasable Counters
Coffee 3 0 0 0 0 0 0 0
Coffee 50-50 0 0 0 0 0 0 0
French Vanilla 0 0 0 0 0 0 0
Vanilla Coffee 0 0 0 0 0 0 0
Vanilla Moka 0 0 0 0 0 0 0
Hot chocolate 0 0 0 0 0 0 0
Mokaccino 0 0 0 0 0 0 0
Vani Moka Coffee 0 0 0 0 0 0 0
Choco Latte 0 0 0 0 0 0 0
Choco Van Latte 0 0 0 0 0 0 0
Energy Shot 0 0 0 0 0 0 0
Hot Shot Blend 0 0 0 0 0 0 0
Long Espresso 0 0 0 0 0 0 0
Cafe Latte 0 0 0 0 0 0 0
Cappuccino 0 0 0 0 0 0 0
Hot Water 0 0 0 0 0 0 0
Sub totals : 0 0 0 0 0 0
$0.00 $0.00 $0.00
Total Sales :0 Total Free vends :0
Total Cash :$0.00
Total vends :0
1. Erase Counters

1. This button is used to reset the erasable counters.

4.8 Dev Screen

This tab is reserved for the manufacturer.

5 CLEANING AND SANITIZING

5.1 Automatic Rinsing Function

To use the auto rinse function press the rince text box and then follow the next instructions that will appear on the screen.

5.2 Cleaning and Sanitizing Instructions

It is important to clean and sanitize this equipment on a regular basis in order to maintain the highest beverage quality and ensure the safety of the users.These regulations require that all parts in contact with food be cleaned and sanitized regularly and that hands be cleaned before handling these parts or other commodities such as cups and stirs.

Cleaning and sanitizing should be done in separate steps as prescribed by health regulations and good industry practice.

Cleaning: Cleaning means “Making free of visible soil, stains or impurities”. This also means removing food soils, oil or mineral deposits that could alter the beverage taste or appearance, and therefore its quality.

Sanitizing: Sanitizing means application of measures designed to protect public health. This is done by reducing bacteria remaining on the surface after it has been cleaned.

There are two sanitation methods:
1. Chemically, the part can be treated with a bactericidal compound to remove bacteria;
2. With hot water of at least 170 F, the bacteria can be killed if the temperature of the part is raised high enough.

Always unplug the unit before using water on electrical parts of the machine.

For the sanitation process to work effectively, the part must be cleaned and free of all visible food soil, completely rinsed and preferably air dried. Wiping with towels or cloths can recontaminate sanitized food-contact surfaces. Therefore, we recommend to air dry sanitized food - contact surfaces and not wipe dry.

FREQUENCY:
There are two important variables that need to be considered when evaluating cleaning and sanitizing frequencies:

-Product consumption
-Water quality

Since the expected customer usage may vary from one location to another, the cleaning and maintenance is recommended upon the given time lines or cycle counts, which ever comes first. Note that these are intended as a guideline to ensure a part does not go without cleaning. We recommend you verify each part listed in this section upon each visit and that they be cleaned as needed.

5.3 Recommended Cleaning Tools

In order to perform the following cleaning procedure effectively, we recommend that you have at least the following tools:

- Sanitation pail or bucket
- Small tube and nozzel brush, suitable for food-contact surfaces and hot water
- Medium size long and flexible brush, suitable for food-contact surfaces
- Medium brush for coffee grounds, suitable for food-contact surfaces
- Disposable towels, wet-strength and lint-free
- Mild nonabrasive detergent for exterior cleaning
- Urn cleaner packets for coffee parts
- Spare parts if extensive cleaning is to be done at the shop
- Garbage bags for the waste bin

5.4 Cleaning and Sanitizing Schedule

The cleaning schedule and instructions outlined in this manual must be followed to honor the warranty and ensure consistent product quality and maintain health safety levels.

All parts should be visually inspected upon each visit and cleaned as needed.

Exterior	*Daily*	*Weekly*	*Monthly*	*Quarterly*	*As needed*
Waste bin	*Inspect*				*Clean*
Canister		*Inspect*			*Clean*
Drip tray	*Clean*				
Unit + Stand	*Clean*				

Interior / Food contact parts	*Daily*	*Weekly*	*Monthly*	*Quarterly*	*As needed*
Brewer assembly		*Sanitize*	*Clean*	*Treatment*	*Clean*
Brewer chamber		*Sanitize*			*Clean*
Whipper		*Sanitize*			
Fan	*Inspect*	*Clean*			
Soluble canister			*Sanitize*		

These recommendations are based on 1,000 cycles per month, medium blend coffee and superior water quality levels . The above recommendations will need to be adjusted if the beverage volume, coffee blends.

5.5 Overall Cleaning

It is important to keep the brewer and its surroundings clean and tidy. Inspect your brewer both inside and out upon each visit and clean where needed. Please make sure that the unit is clean, safe and functioning before you leave.

5.6 Exterior Cleaning

Frequency: Daily

To minimize scratching and preserve appearance, we recommend using a clean damp sponge or soft cloth lightly treated with a nonabrasive detergent for cleaning the exterior of the unit and the base cabinet. After removing all food soils, thoroughly dry with a clean, soft cloth.

- ☑ ***Non food-contact parts to be verified and wiped clean***
  - ☑ ***Plastic top cap***
  - ☑ ***Metal cabinet***
  - ☑ ***Stand (optionnal)***
  - ☑ ***Plastic door***
- ☑ ***Exterior parts requiring additionnal cleaning instructions (see below)***
  - ☑ ***Drip tray***
  - ☑ ***Waste Bin***

Parts for this brewer are* NOT *dishwasher safe!

5.6.1 Cleaning the screen

Frequency: Daily or as needed

WARNING, Only use a 100% cotton soft cloth

5.6.2 Cleaning the drip tray

Frequency: Daily or as needed

The drip tray is not hooked up to a drain therefore it should be inspected and emptied periodically.

WARNING, *drip tray may be full.*

Use caution and keep it level to avoid spilling. Remove the drip tray by simply lifting gently and pulling it out from underneath the door. Rinse both parts under water and dry thoroughly with a clean dry cloth or towel. Reinstall the drip tray onto the brewer and make sure that it is stable.

5.6.3 Emptying the waste bin

Frequency: Daily or every 200 cycles*
After each coffee cycle, the spent grounds and used filter paper are automatically discarded into the waste bin located in the stand. To prevent the bin from overflowing there is an automatic function which stops the brewer and shows the following message on the screen:

The maximum setting = 2000
The minimum setting = 0

Setting the maximum counter to 0 will disable the automatic function and will cause an overflow problem if the bin is full.

The equipment will not dispense beverages until the bin is emptied and the counter is reset. To reset the counter see section 4.1. This factory set counter can be adjusted to the waste bin size used. See the machine parameters for more instructions on changing the setting.

How to empty the stand waste bin:

1.Open the stand door located directly below the brewer;
2.Cut the filter paper 4 " below the drum with scissors or tear gently; DO NOT YANK ON THE PAPER!
3.Remove the filled plastic bag from the spent grounds bin and replace with a new one;
4.See section 3.13 to see how to put the paper back in place.

How to empty the brewer waste bin:

1.Open the brewer door;
2.Take the front panel off;
3.Cut the filter paper 4" below the drum with scissors or tear gently; DO NOT YANK ON PAPER!
4.See section 3.13 to see how to put the paper back in place;
5.Replace the front panel and close the door.

It is very important not to yank on the filter paper. Doing so may prevent the brewer from functioning properly.

5.7 Interior Parts Cleaning & Sanitizing

For sanitary reasons, do not use soap or detergent inside the brewer. Use hot water for on-site sanitation or suitable chemical products in the shop. Wiping with towels or cloths can recontaminate sanitized food-contact surfaces. Therefore, we recommend to air dry sanitized food-contact surfaces and not wipe dry. Allow sufficeint time for the parts to dry thoroughly before closing the door.

Use a medium size brush dedicated for coffee grounds and a small dust pan to easily brush away coffee grounds and dust inside the brewer before cleaning with water.

Interior Parts to be cleaned

- Canisters
- Coffee brewer
- Coffee funnel
- Fan
- Stainless coffee chute
- 3 Beans hopper plastic chute

5.7.1 Coffee Canisters

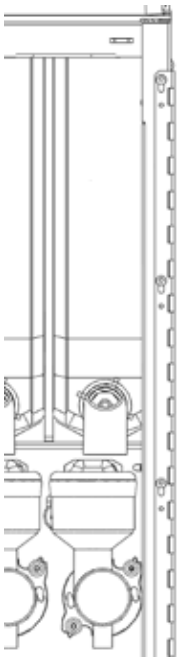
Removing canisters for cleaning
Frequency: Monthly or every 1,000 cycles

To ensure a constant quality; it is recommended to remove and empty the containers every month. This will ensure that the products do not stick to the walls of the container.

1. Unscrew and remove the plastic top fitting part behind the top cap;
2. Remove the top cap of the machine;
3. Unlock the 3 bean canister;
4. Remove the 3 bean canister;
5. Clean and sanitize under hot water and air dry completely;
6. Reinstall all parts in the reverse order.
7. Order a large beverage to confirm that all parts or switches have been replaced.

Caution! The rinse water is HOT. Be careful not to get any on you while proceeding with the following steps.

5.7.2 Soluble Canisters



Removing whipping assembly for cleaning
Frequency: Weekly or every 200 cycles

If there is residue, remove the assembly for manual cleaning under hot water:

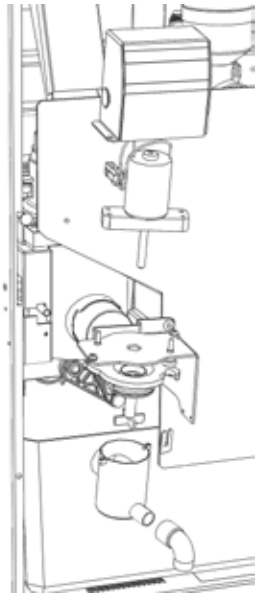
1. Remove the tube from the base;
2. Lift off the funnel and twist off the whipper base;
3. Rinse thoroughly under hot water and use tube brush if necessary for tubing area;
4. Air dry completely;
5. Reinstall all parts in the reverse order.
6. Order a large beverage to confirm that all parts or switches have been replaced.

Removing canisters for cleaning
Frequency: Monthly or every 1,000 cycles

To ensure a consistent product quality, we recommend removing and emptying the canisters on a monthly basis. This will ensure that the product does not adhere to the walls of the canister.

1. Unlock the door;
2. Remove the top cap of the machine;
3. Pull the canister through the top of the brewer to disengage it from the motor and transmission;
4. Clean and sanitize under hot water and air dry completely;
5. Reinstall all parts and reload products in the reverse order.
6. Order a large beverage to confirm that all parts or switches have been cleaned

5.7.3 Whipper

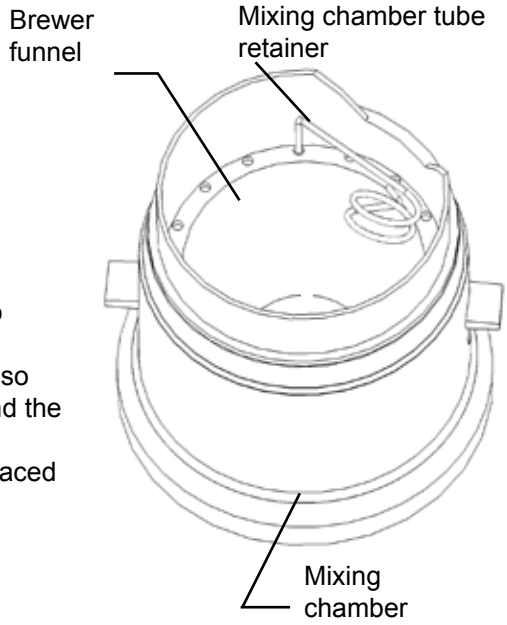


Removing the whipper assembly for cleaning
Frequency: Weekly or every 200 cycles

1. Refer to page 20-21
2. Remove the base of the whipper
3. Rinse under hot water
4. Let stand to dry;
5. Reinstall all the parts in the reverse order;
6. Order a large beverage to confirm that all the parts are in place.

5.7.4 Coffee Brewer

Sanitizing the Brew Chamber:
Frequency: Weekly or every 200 cycles



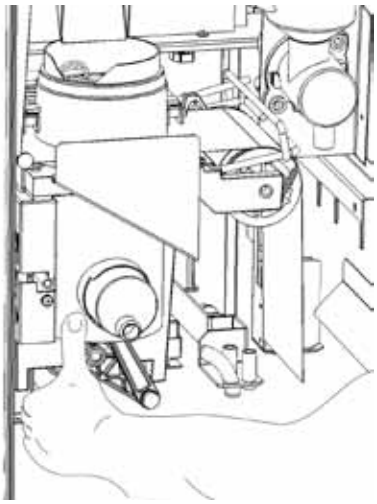
1. Place a large cup or other suitable container below the dispensing nozzle to catch the HOT rinse water;
2. Toggle the ingredient switch to Off (SW5 see main board);
3. Order several coffees for the hot water to flow through the system;
4. Toggle the ingredient switch back to ON;
5. Remove the tube and remove the brew chamber's funnel to dislodge coffee residue trapped underneath it and rinse it out;
6. Replace it and align the opening with the brown water tube so that it is against the wall so water forms a circular motion around the funnel;
7. Order a large coffee to confirm that all parts have been replaced correctly.

Brewer Funnel
Frequency: As needed or weekly

If there are coffee grounds accumulated, remove the assembly for manual cleaning under hot water:
8. Remove the brown water hose;
1. Lift off the funnel and pull out of the brew chamber;
2. Rinse thoroughly under hot water;
3. Air dry completely;
4. Reinstall all parts in the reverse order.
5. Order a large coffee to confirm that all parts have been replaced correctly.

Brewer Assembly Cleaning
Frequency: Monthly or every 1,000 cycles

In order to maintain optimal performance of the brewer assembly, we recommend that it be removed from the unit and cleaned / rinsed with hot water.
(see page 61 for instructions on removing the brewer)

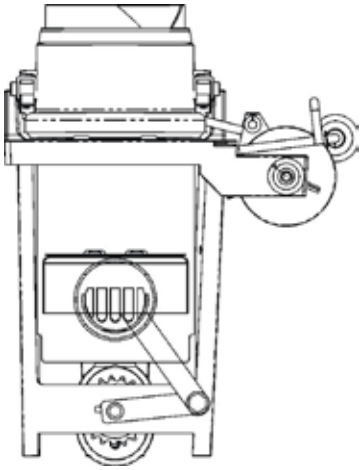


1. Rinse thoroughly under hot water to remove visible soil;
2. Lift off the funnel and pull out of the brew chamber;
3. Rinse thoroughly under hot water;
4. Air dry completely;

Brewer Assembly Sanitizing Treatment
Frequency: Quarterly or Every 3,000 Cycles

Regular sanitation treatments of the brewer assembly prevents residue from affecting the vacuum in the brewer mechanism and altering taste in the beverage delivered.

1. Place a large cup or other suitable container below the dispensing nozzle to catch the HOT sanitizing treament;
2. Pour 1 portion of commercial urn cleaner (brand such as Urnex as directed by manufacturer) into the brew chamber;
3. Toggle the ingredient switch to Off (SW6 on the main board);
4. Select a small regular coffee on the membrane keypad and hit start;
5. Once the brew chamber is filled with water, turn the brewer OFF via the main switch at the back and wait for 5 minutes;
6. After 5 minutes, turn the brewer back ON to complete the brew cycle;
7. To rinse, make at least 5 brewing cycles of coffee with the ingredients set to “OFF”;
8. Toggle the ingredients switch (SW6) back ON;
9. Make 2 more coffee selections to complete the rinsing cycle of the brewer.

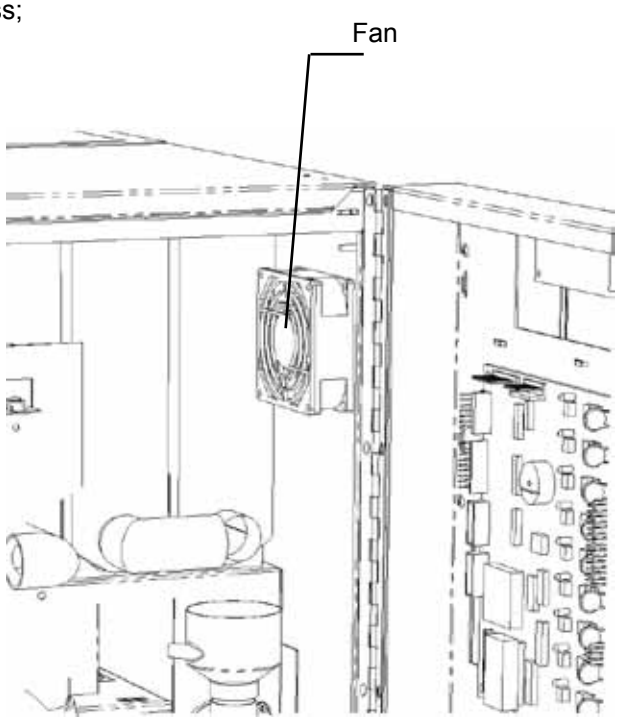


5.7.5 Fan

Frequency: Quarterly or as needed

Visually inspect the fan located directly to the right of the hot chocolate canister.
If it requires cleaning:

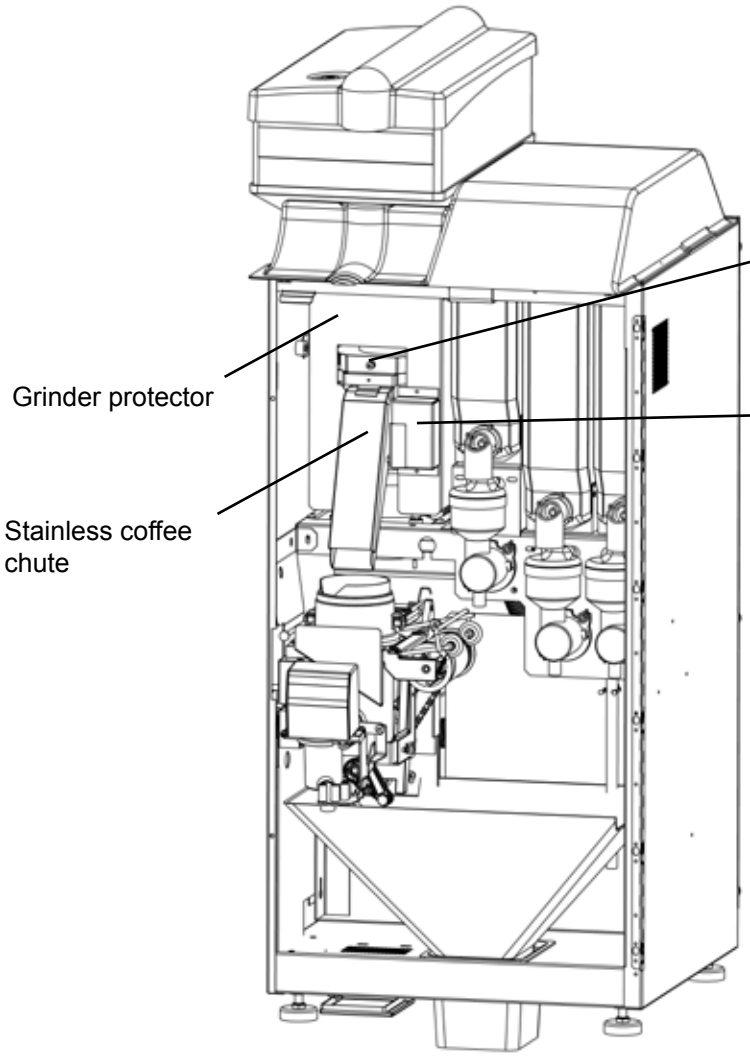
1. Turn off the unit and unplug it to stop the fan;
2. Unplug the fan and remove the guard for access;
3. Wipe clean with a dry disposable towel;
4. Replace parts in the reverse order.

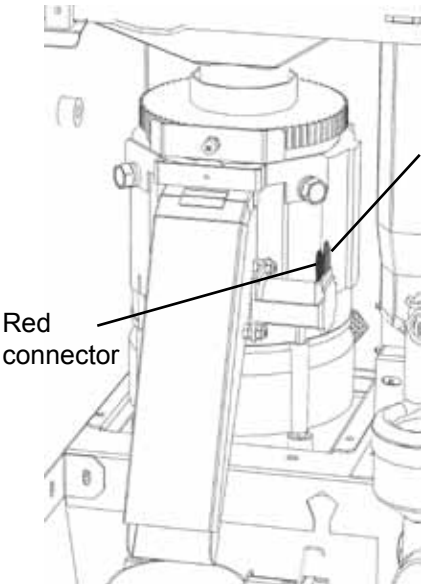


5.7.6 Stainless Coffee Chute

Frequency: Monthly or every 1,000 cycles

1. Open the door of the machine;
2. Remove the filter paper;
3. Remove the grinder protector;
4. Unplug the 2 connectors from the solenoid;
5. Remove the stainless chute by unscrewing the screw;
6. Clean the stainless chute by rinsing with hot water;
7. Make sure it is dry before reinstalling.
8. Repeat the steps in reverse order after cleaning for the reinstallation.



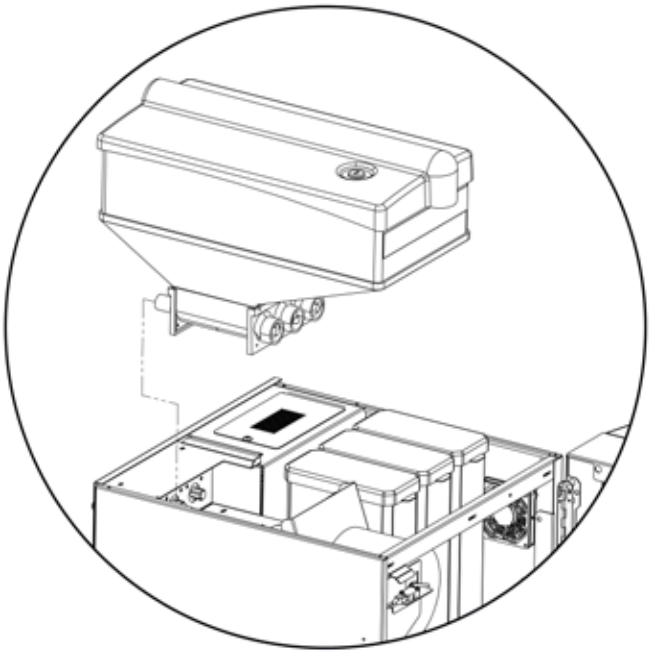


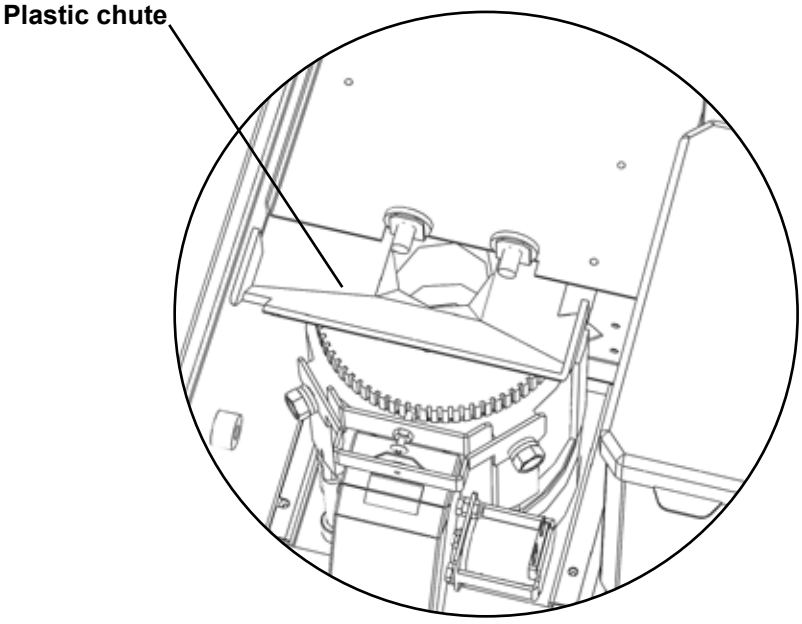
5.7.7 Plastic Chute of the 3 Bean Canister

Frequency: Monthly or every 1,000 cycles

1.Open the door of the machine;
2.Remove the plastic top fitting part;
3.Remove the plastic top cap;
4.Unlock the 3 bean canister;
5.Remove the 3 bean canister;
6.Clean the interior of the plastic chute (accessible by the back) with the help of a wet clothes.

Repeat these steps in reverse order when the cleaning is done.





6 PREVENTIVE MAINTENANCE

All major parts of this unit need to be maintained as per the schedule to honor the warranty and to prevent them from failing. With adequate maintenance you will extend the life of your unit and deliver a consistent high quality beverage.

The preventive maintenance schedule and instructions below must be followed to honor the warranty.

6.1 Preventive Maintenance Schedule

All parts should be visually inspected upon each visit and cleaned as needed.

Parts	*Montlhy*	*Quarterly*	*10,000*	*20,000*	*60,000*	*100,000*
Brewer	*Inspect*				*PM*	
Outlet valves		*Inspect*		*PM*		
Water tank		*Inspect*			*PM*	

6.2 Brewer Assembly

PM: Yearly or every 20,000 coffee cycles

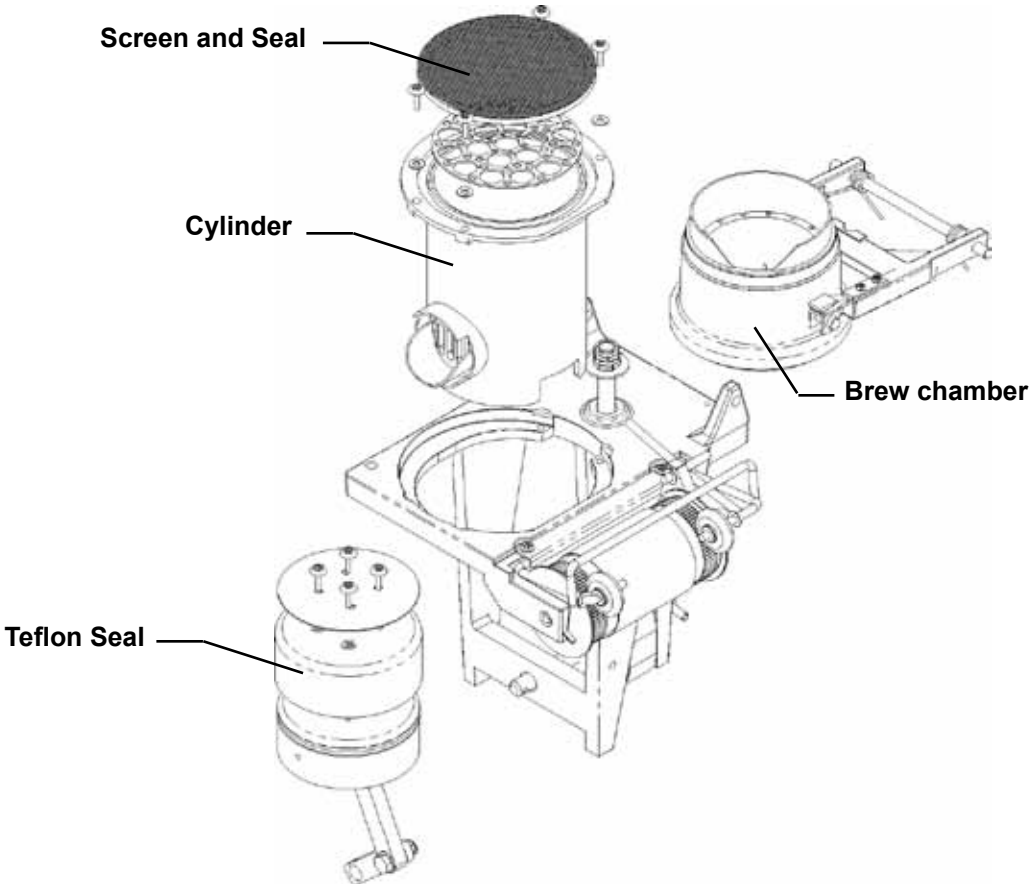
The brewer is the heart of the equipment and is responsible for the taste in the cup. It needs to be serviced regularly to maintain the quality of the beverages served. We recommend having your brewer assembly swapped with a new one that you have on hand and returned to Cafection for Preventive Maintenance every 20,000 coffee cycles. For a minimum charge, CAFECTION will completely clean and replace all necessary parts such as the cylinder, the teflon seal and the screen and seal which are all responsible for the vacuum extraction and coffee taste in the cup. It will then be returned with a 1 year warranty against defective parts.

Contact the manufacturer for parts and additional instructions.

Inspection

The following are signs that the extraction is not being performed adequately and that your brewer may be due for preventive maintenance:

- if the seal is damaged;
- if air gets into the cylinder and creates bubbles in the coffee;
- if there are coffee grounds in the delivered product;
- if the spent coffee grounds remain wet.



6.3 Water Outlet Valves

Quarterly or every 3,000 cycles

To avoid any problems related to mineral deposits over time, we recommend having the 3 valves swapped, and rebuilt in your shop with the kits included in the spare parts briefcase. Refer to the manufacturer's instructions included with the valve kits.

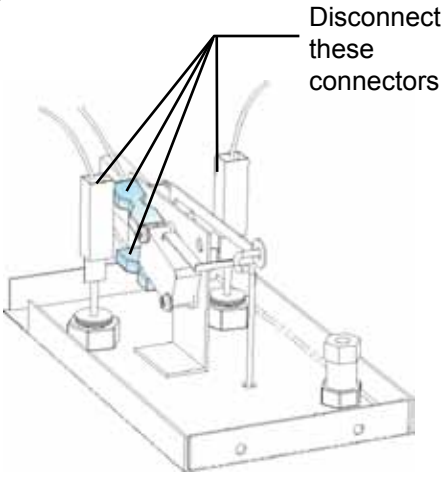
Leaking valve

a) Identify the leaking valve, change it and rebuild it
b) If the leak comes from under the body of the valve or from the tank exit, try simply changing the conical mounting seal.
c) If the coffee valve leaks via the tubing, water will accumulate in the brew chamber. If it drips all night, the first coffee of the morning may cause the chamber to flood since it contained too much water.

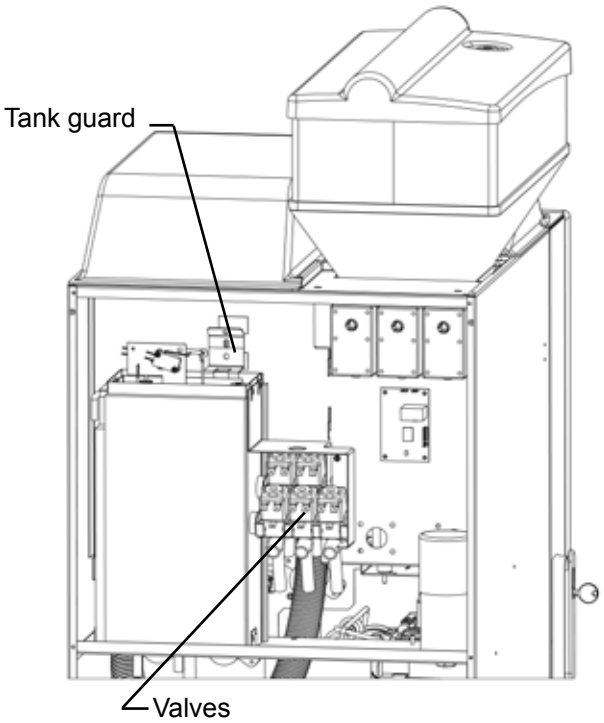
Removing and installing the valves

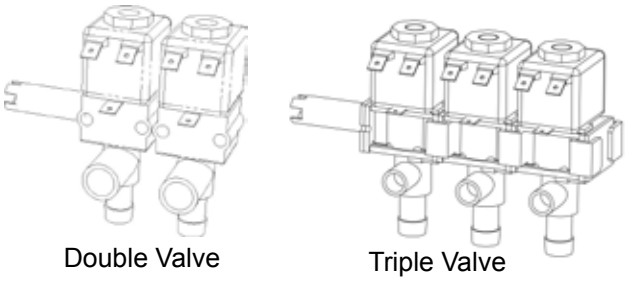
Caution! Water is hot

1. Turn off the machine;
2. Unplug the lid (fig.1.1) and the valves (fig. 1.2);
3. Drain the water from the water tank completely (see p.56);
4. Remove the tubes;
5. Unscrew the tank guard to remove the tank;
6. Tilt the tank towards you to have access to the valves;
7. Remove the valve;
8. Reinstall by repeating in the reverse order



Tank lid Fig. 1.1





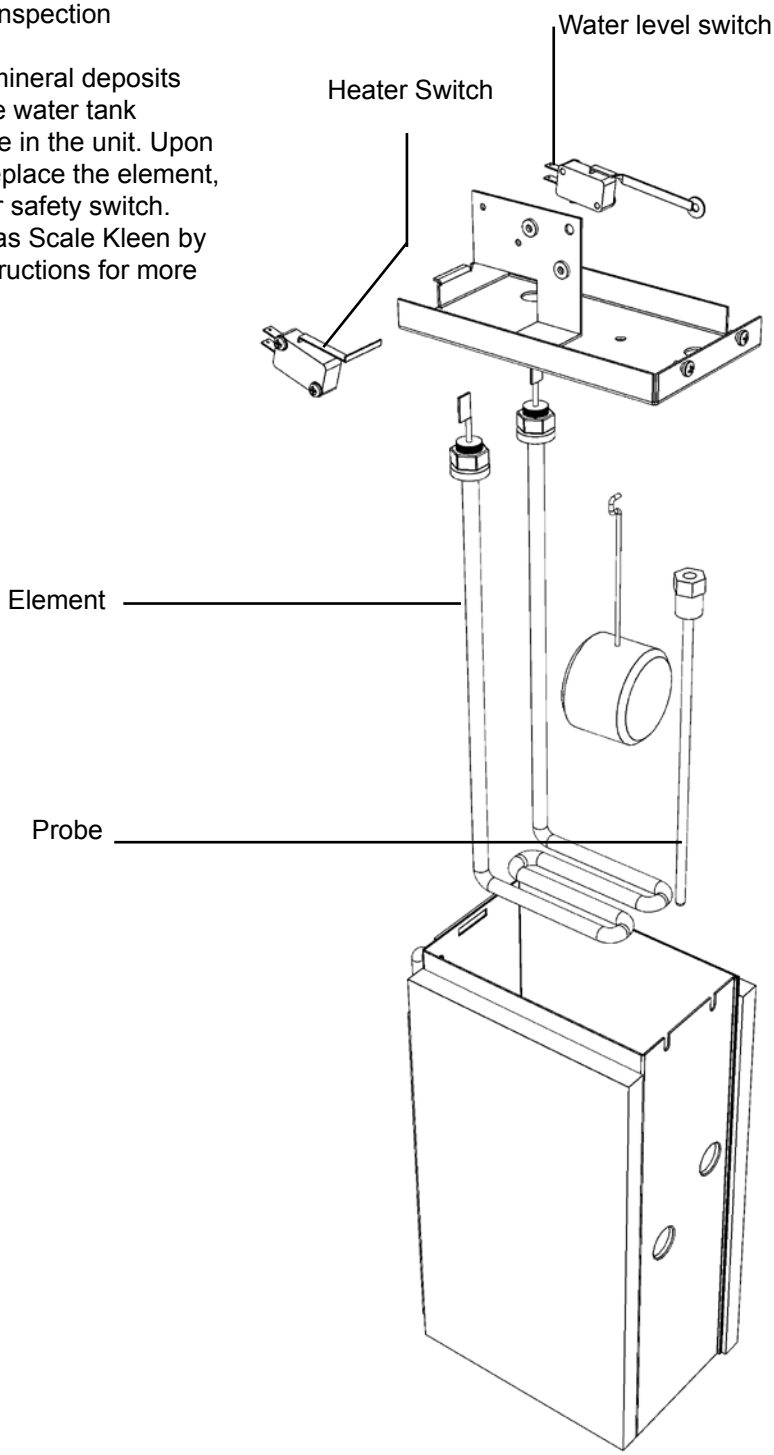
Valves Fig. 1.2

If you choose to install a water filtration system, it is recommended that the filter be checked on a monthly basis.

6.4 Hot Water Tank

PM: every 60,000 Cycles, quarterly inspection

To avoid any problems related with mineral deposits over time, we recommend having the water tank assembly delimed to remove all scale in the unit. Upon visual inspection, you may wish to replace the element, probe and the water level and heater safety switch. Use a scale remover product. Such as Scale Kleen by Everpure. See the manufacturer instructions for more details.



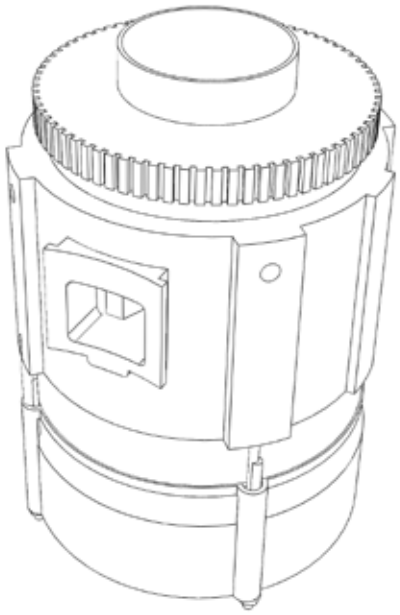
6.5 Grinder

PM: every 60,000 Cycles, quarterly inspection

The grinder used in the equipment is a large commercial grade burr grinder that minimizes the temperature increase in the finished product of ground coffee. The motor of the grinder has a lifetime warranty.

The ground coffee particle size is very important to achieve the desired coffee extraction. Therefore, the burrs of the grinder need to be changed once they reach about 60,000 coffee cycles.

Contact the manufacturer for parts and instructions.



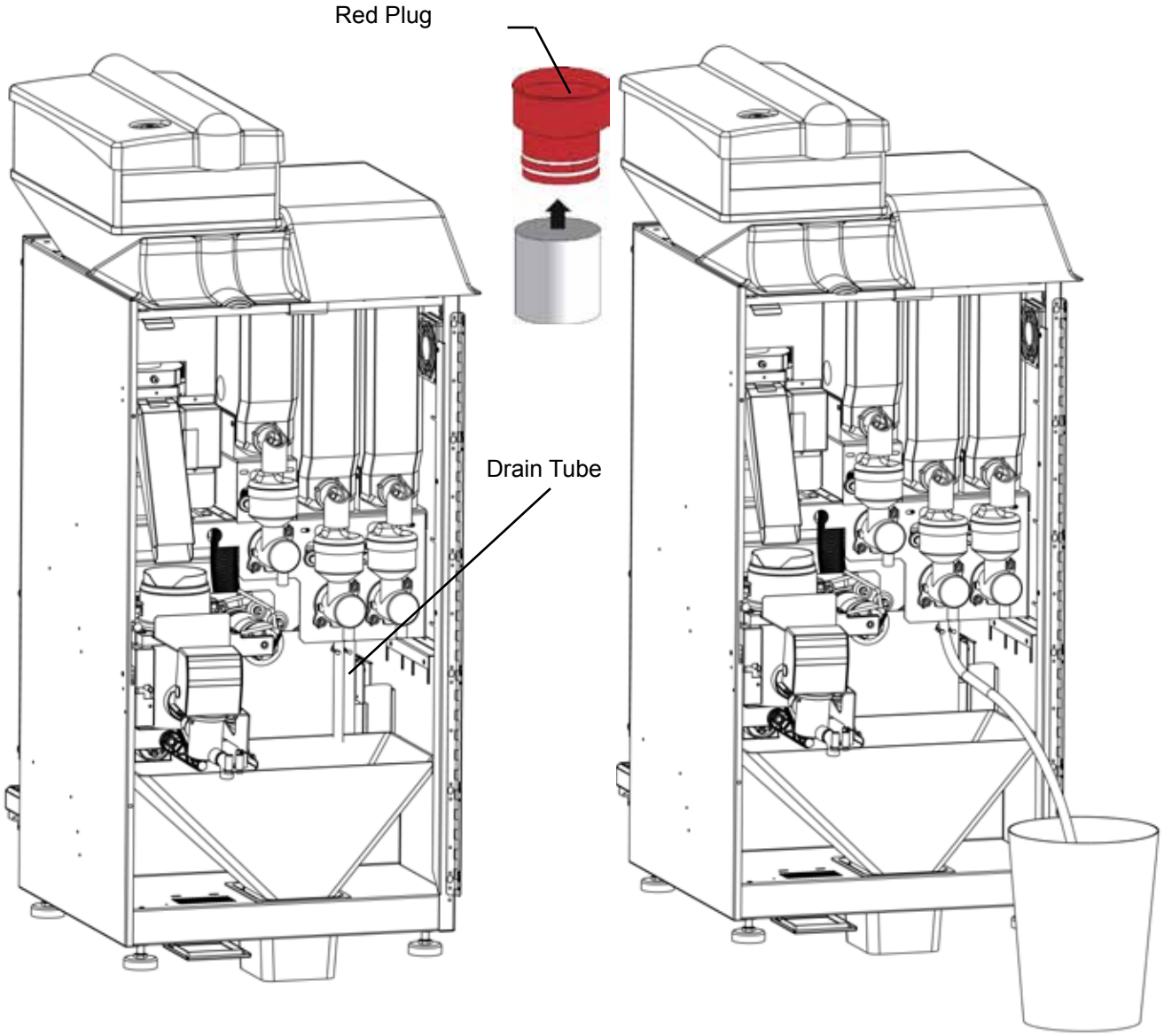
7 SERVICING PARTS

This section is intended to assist you in servicing various parts of the unit.

7.1 Draining the Hot Water Tank

We recommend allowing 3 hours for the hot water to cool prior to emptying the tank. Make sure you have a 0.8 gallon container suitable for holding hot water.

1. Turn off and unplug the brewer;
2. Turn off the main water supply to the machine;
3. Remove the front panel;
4. Locate the drain tube with a red plug;
5. Direct the tube into the pail and remove the red plug. **Warning, water may be hot!**;
6. Drain the water from the water tank completely.



7.2 Shutdown / Storage

Should you need to store this brewing equipment for an extended period of time, follow this procedure to avoid any risk of injury or damage to the equipment.

1. Turn the unit off and unplug form the power outlet;
2. Drain the hot water tank (see instructions);
3. Empty the soluble canisters and the 3 bean canister;
4. Clean all parts of the unit before storing (see cleaning instructions)
5. Disconnect the white double wire from the heating element (see installation diagram)
6. Tie down the water level switch's arm with a "tie-wrap" to keep the float from pulling down on the switch during transportation. "**Do not overtighten**", this may damage the switch; this is simply to keep the float from bouncing up and down on the switch.

7.2.1 Storing the Platinum Brewer

The brewer is the heart of equipment and is responsible for the good taste of each cup of coffee. It is therefore important that you store it properly when it is not in the brewer. Always disengage your brewer clutch by using a pair of pliers and turning the pin located on the back clockwise until the brew chamber lifts up. This will release the pressure on the screen and seal. Your brewer must be on its back or its left side while on a table top. Do not sit the brewer on its right side (wheels and yoke) or straight up as these positions are not sturdy and could cause it to fall.

8 Troubleshooting

There are two type of service messages : Warnings and Errors. Warnings will temporaly disable some features while errors will put the coffee brewer out of order.

8.1 Warning message list

Printer out of paper

No coupons will be printed but all drinks will still be dispensed. It's time to put a new roll of paper in the printer. See page 3.14.1 for details.

Printer disconnected

No coupons will be printed but all drinks will still be dispensed. Check printer communication and power cables.

Filter paper roll empty

The coffee brewer is out of filter paper. All drinks using the coffee brewer will be temporarly removed from the selection screen. Hot water and soluble only drinks will still be offered. Install a new filter paper roll to remove this warning. Advance tech info : the status of the filter paper detection switch can be monitored thru green LED DS14 on the main controler board.

Rinse will be required soon

The number of drinks served is equal to the 'rince at' parameter in the service 'system' tab (see section 4.6.1). All drinks will still be dispensed. The warning will be displayed on the screen until you enter service mode and do an auto rince cycle. Service mode, 'service tab'. See section 5.1 for details.

Waste bin full

The number of coffee drinks served is equal to the 'Waste bin max' parameter in the service 'system' tab (see section 4.6.1). All drinks using the coffee brewer will be temporarly removed from the selection screen. Hot water and soluble only drinks will still be offered. You have to empty the waste bin and reset the vend count. To reset the waste bin count, go into service mode and into 'service' tab and press the 'Reset waste bin' button see section 4.2.

Bill value too high

The maximum value for bills inserted is 10.00$ If a bill is inserted with a higher value it will be returned to the customer.

Not enough coins, returning bill

When a bill is inserted the same value of coins must be available for change in the coin changer tubes. If not enought coins, the bill will be returned. There is an exception for 1.00$ bills. No need for hange in the coin acceptor tube to accept the 1.00$ bill.

8.2 Error message list

Lost communication with coffee machine controller.

The link between the computer system and coffee brewer is broken.

The coffee brewer might be out of power while the computer system is ok.
Check overflow cup, must be empty.
Check 5A and 15A circuit breakers on back of the unit.

At last check electrical link between Main controler pcb connector J13 and computer system COM1. See section 3.17 for more details.

Broken link between main controller and thermostat.

The link between the thermostat and coffee brewer is broken. Thermostat pcb is located on the back of the coffee brewer. Check the cable between the thermostat and the coffee brewer main controller.

Water temp. sensor defective. (open contacts).

The water temperature sensor is defective or unplugged on the thermostat board. See section 3.4.1 for more information.

Water temp. sensor defective. (Short circuit).

The water temperature sensor is defective (short circuit). See section 3.4.1 for more information.

Brewer home position switch error.

The coffee brewer failed to detect the home position of the brewer assembly. The following parts might be defective :

Brewer motor
Brewer cam and/or pin
Brewer home position switch

Remove coffee brewer assembly from the coffee machine. Press the 'activate Brewer' button on screen. The brewer motor will be activated and will stop running until the brewer home switch hits the hole in the cam. You will then see if the motor and switch are working properly.

The status of the brewer home switch can be monitored thru DS13 green LED on the main controler PCB. At home position (open contact) DS13 is off. See section 3.17 for more details.

There is water in the drip tray overflow.

Check for any water in the overflow drip tray see section3.9.1 for more information. Make sure no water is touching the two probe wires. The status of the overflow tray probes can be monitored thru DS18 green LED. When the tray is dry, DS18 is off. See section 3.17 for more details.

8.2 Error message list (continued)

Low water level in tank.

The water tank tank failed to fill to maximum within the required time. The water inlet valve is de-activated as a safety.

Maximum filling time is 4 minutes when you power ON the coffee brewer.
Maximum filling time is 1 minute after the first tank fill.

Check water supply line for proper pressure. If you are using a water filter, it might be worn out and needs to be replaced.

Press button on screen to restart the tank filling process.

Water tank not full. Please wait while filling. 1 to 3 minutes.

This message will be on screen after powering ON the coffee brewer until water tank gets full.

Water temperature not high enough.

The Total 1 will stop dispensing drinks if actual water temperature is below the 'Warming up' temperature in the service menu, 'system' tab. To disable this feature set the warming up temperature to 0.

Notes